FREQUENTLY ASKED QUESTIONS
M·A·C AIDS FUND ONLINE SYSTEM

GENERAL QUESTIONS

Who is eligible to apply for M·A·C AIDS Fund's grants?

Please refer to our website at https://www.macaidsfund.org/thework/applications for a description of the eligibility criteria and guidelines for open RFPs.

Why did M·A·C AIDS Fund change its application and reporting system?

The M·A·C AIDS Fund (MAF), one of the largest private funders of HIV/AIDS efforts around the world, is committed to efficient and effective grant-making. MAF has moved to a new system that allows us to streamline the application and reporting steps required from those seeking and receiving funding.

The new system includes better ways to show our grantees' collective impact and ensure that MAF is serving those *most affected* by HIV/AIDS through the *most effective* approaches. Close monitoring and evaluation of program outcomes and stories of success will help us focus our knowledge to end the HIV/AIDS epidemic.

What is the main difference between old and new Applications?

MAF now has three application types that are aligned with each of its three strategies and a simplified "Core" application for general operating support, World AIDS Day, AIDS Walk, and affiliate grants from international M·A·C country offices. Applicants are provided a link to the appropriate application by MAF program officers.

The new applications have been reorganized and streamlined so that they are easier to complete and still provide the necessary information for reviewers to evaluate.

What is the main difference between old and new Grant Progress Reports?

Similar to the changes in applications, MAF has three Grant Report types that are aligned with each of its three strategies and a simplified "Core" report for general operating support, World AIDS Day, AIDS Walk, and affiliate grants from international M·A·C country offices.

The main difference between old and new Grant Reports is that they include new ways to evaluate the impact of MAF-funded programs and allow us to combine the information across all grantee types to better measure our collective impact (see FAQ Grant Progress Report section below for more details about these changes).

Can I access the information about my organization's previous grant awards and progress reports?

Yes. The new system has retained all of your organization's information regarding previous awards.

LOGGING IN QUESTIONS

How do I access the grantee portal if I want to work on an existing application or review my grant history?

The grantee portal link is here. Note that this is a *different* link than the one you would use to start a new application for funding.

Can I use my previous username and password?

If you are a current grantee, your username is your email address and the password is welcome. Once you have logged-in, you can create a new password.

If your organization has received MAF funding but you are new to your role, please email communitygrants@MACcosmetics.com to be added to your organization's account.

If you are a new applicant and your organization has never received a MAF grant, please click the Register button to create a new account.

What do I do if I forget my username or password?

The username is set to your email address. If you forget what email address you have used and none of the ones you try logs you in, notify communitygrants@maccosmetics.com to help troubleshoot.

If you forget your password, click on "Can't access your account?" next to the Login button on the Login page. You will be asked to provide your username so that a temporary password can be sent to you. Once you receive that temporary password, you can login using your username and temporary password. Then you will need to create a new password.

INDIVIDUAL PROFILE AND ORGANIZATION PROFILE QUESTIONS

How do we change or remove the primary staff person linked to our grant?

Once a grant has been awarded, the primary contact person is the one you listed in the application. Notify your Program Officer if you want the primary person linked to a specific grant to be changed or removed.

What should we do if our organization moves to a new location during a grant period?

It is important to keep your organization profile up-to-date. If there is a change of address, phone number or other vital organization information, login to the grantee portal and update your Organization Profile. This also applies to your Contact Information profile.

How do I remove myself/my email if I no longer work for the funded organization?

Email communitygrants@maccosmetics.com or ask your previous employer to notify us so that you can be removed.

APPLICATION QUESTIONS

Can I start an application and return to it later?

Yes. Remember to logout before closing your browser window to save your information. When you return to the portal go to My Submissions to see a list of your applications.

Can I download the application before completing it online?

There is no way to download the application as a document, but you can save it as an HTML file. Remember that you can leave an application incomplete, logout, and return later to complete it.

How do I decide what "approach" to use?

Each of the three MAF strategies - Care & Treatment, Basic Needs and Prevention - has four corresponding approaches associated [see http://www.macaidsfund.org/thework/programs for a description].

The approach you select will be based on the primary type of program you are proposing. If you are proposing a program related to providing meals for people living with HIV, then the Food & Nutrition approach is the appropriate one. If you are implementing a prevention program that promotes behavior change, then the Behavior-Based Prevention approach is the one to use. We understand that many programs may involve multiple approaches. You have the choice to select one primary approach or you can select multiple approaches, but remember that for each approach selected you will be required to collect specific evaluation metrics. [See FAQ Grant Progress Report section.]

What is a Most-At-Risk Population (MARP)?

Most-at-risk-populations (MARPs) is a global term used by UNAIDS, the World Health Organization, the U.S. Centers for Disease Control, and may other governments and NGOs to identify groups considered most-at-risk for becoming infected with HIV. Sometimes the term is used more generally to highlight vulnerable populations affected by HIV, including persons living with HIV.

Why is M·A·C AIDS Fund using MARP categories?

MARP categories allow us to ensure that our programs are reaching the most at-risk and most vulnerable populations.

What do we do if we do not use MARP classifications?

In the application, you can specify that you are serving populations with unknown risk.

What is a SMART Goal?

S.M.A.R.T. is an acronym specific, measurable, achievable, relevant, and time-based goals. SMART goals are used by organizations and businesses to create actionable plans for results. You can link to a one-page description of SMART goals on the MAF website at www.macaidsfund.org/thework/applications.

Can we get a copy of the application we submit?

Yes. When you reach the final Review and Submit tab of the application you will have the option to Print your application before you press the Submit button. Applications cannot be edited after they are submitted; however, you can see the application using the View icon on the My Submissions page.

GRANT PROGRESS REPORT QUESTIONS

How will I know when my progress report is due?

Grantees will receive an automatically-generated email notifying you that your 6- or 12-month Grant Report is due.

Please note that AIDS Walk, World AIDS Day, and Team Grants award recipients only have one 12-month, very brief report due.

How do I access the online report form?

The online report form can be accessed by going to the grantee portal (click hyperlink). Grant reports start with the letters GR and are listed directly below the associated grant application.

Why do I need to provide specific client characteristics (gender, age, race/ethnicity, HIV status)?

MAF asks all most of our programs to provide specific client characteristics. This allows MAF to monitor which specific populations are being reached by our collective programs and helps us identify gaps in reach or unintended disparities in the specific populations being reached.

What do we do if we do not collect all of the client characteristics requested?

We ask programs to provide as much information as possible. The tables where you enter the information allow you to use "unknown" for some categories. We are also providing tools to help collect this information since it can be important for organizations to monitor the characteristics of their clients to better understand and describe who they are serving.

What is a Story of Success?

We are asking each funded program/project to provide inspirational stories of success or a story that highlights how a particular individual was impacted by the services your program offered. Ideally, your story includes the voice of a client. We encourage you to interview specific persons served instead of creating a general story. When possible and appropriate, we also encourage inclusion of pictures, poetry or other forms of expression the client or group of clients might create to describe their experiences (upload these documents under Other Attachments in the Grant Report).

Why do we need to provide Monitoring & Evaluation (M&E) metrics?

MAF is committed to investing in programs and activities that will have measurable impact. There are global efforts underway to improve how we assess the effectiveness of current strategies to end the HIV/AIDS epidemic. We have joined in these efforts by asking grantees to collect global metrics of impact for approaches within our Prevention, Care & Treatment, and Basic Needs strategies.

What if we do not track the M&E metrics requested?

These metrics will be required starting in 2015. Applicants will need to consider their ability to collect their approach-related metric before deciding to submit a grant request to MAF or with prior approval from a MAF Program Officer, propose and justify an equally relevant metric for use.

I already submitted a report when they applied online earlier in the year. Do I need to submit another report in the new system?

Yes, we are still requesting an additional report for a couple reasons:
- Most of the reports already submitted are interim reports. We would like to collect final data.
- The new reporting format includes new questions on outcome metrics and tables for grantees to provide additional demographic detail about the clients they serve.

Who can fill out a grant report in the system?

We have designated one person as the primary contact for each report. That said, anyone in the organization can log in, see the report, fill it out, etc. Whoever fills out the main section of the report will receive the email with the link to the data tables.

Does everyone receive the link to data tables?

Grantees that serve clients directly will receive a link to the data tables. AIDS Walk grants, M·A·C Team Grants, World AIDS Day grants, and grantees that do not serve clients directly (e.g., advocacy groups) will not receive the link to these tables.

On the data tables, what if we serve clients who would be classified in multiple MARP categories (for example, homeless MSM)?

Please select one primary category to help avoid double-counting.