Virginia Department of Social Services (VDSS)
Neighborhood Assistance Program (NAP)
Application - Frequently Asked Questions
July 1, 2024 – June 30, 2025

Q: **What are the qualifications for the Virginia Department of Social Services (VDSS) NAP program?**

A: A list of the eligibility criteria is located on the VDSS web page. Click on the link https://www.dss.virginia.gov/community/nap.cgi. The information is located under the Announcements heading located on the right-hand side of the page.

Q: **Is NAP administered by the Department of Education (DOE) part of the same tax credit program?**

A: NAP administered by the DOE is part of same tax credit program. The available funding amount is listed in §§ 58.1-439.20 and 58.1-439.20:1 of the Code of Virginia.

Q: **Can our organization apply for tax credits with VDSS and DOE?**

A: An organization may only submit one application for NAP tax credits depending on the primary types of programs offered. An application will NOT be accepted by both Departments.

Q: **Should our organization submit an application for NAP tax credits to VDSS or to DOE? Our organization offers scholastic assistance as well as other programs.**

A: It may be advantageous to an organization that has an **education program** to apply for NAP tax credits through DOE. The DOE currently has $9 million in tax credits available each fiscal year. Send an email to tax.credits@doe.virginia.gov to get more information about education tax credits.

The VDSS has $8 million in tax credits available each fiscal year. The Department allocated $8 million in tax credits to 295 organizations for the fiscal year that began July 1, 2023.

Q: **Our organization plans to submit an application for education tax credits. What do we need to do?**

A: Send an email to tax.credits@doe.virginia.gov to request an application. Do not use the VDSS NAP application or the VDSS database. DOE has a separate application process.

Q: **When does the application open and what is due date?**

A: Organizations may start entering their application in the VDSS NAP database beginning March 15, 2023. The application must be submitted via VDSS NAP database on or before **May 1, 2024, by 5:00 p.m.**
✓ **It is important to enter the application in the database as soon as possible**. In past years, users reported issues with accessing the NAP database and extremely long delays when waiting until the last day to enter/finalize their application.

Q: **Can our organization receive an extension to submit the application?**

A: An extension cannot be granted. The application must be submitted via VDSS NAP database on or before **May 1, 2024, by 5:00 p.m.**

Q: **Our organization has not been in the NAP program in the past four years. Are we considered new?**

A: The organization is considered "new" for the purpose of allocating tax credits. However, the organization is not new to the NAP program.
✓ The organization's name and related information will automatically populate when connecting a new user access account via the database federal tax ID search.

Q: **Our organization does not have access to the VDSS NAP database. What do we need to do?**

A: Follow the **Instructions to Create a User ID and Password** located on the VDSS web page. Click on the link https://www.dss.virginia.gov/community/nap.cgi. The information is located under the Announcements heading on the right-hand side of the page.

Click on the link: https://naps.dss.virginia.gov/NAPSWeb/faces/landingpage.xhtml to create a NAP user account.
- ✓ NAP database user account information is **confidential** and should not be shared with another person.
- ✓ The user account is assigned to a specific employee of the organization.
- ✓ The account is made "inactive" when an employee no longer works for the organization.
- ✓ To access the database, a new employee must create a user account and connect their user account to the organization.
- ✓ The organization's profile must be updated to add the new user as a NAP contact person.

Q: What information is needed if my organization is new to the VDSS NAP program?

A: A new applicant organization must also enter the following information and attach a copy of the organization's 501(c) (3) (4) document and of copy of the name change form if the name of the organization has changed and does not match the 501(c) (3) (4) document.
- ✓ Federal ID number;
- ✓ Name of the organization as listed on the 501(c) (3) (4) document;
- ✓ Date the organization received their 501(c) (3) (4) designation;
- ✓ Mailing Address;
- ✓ Phone Number;
- ✓ Fax Number;
- ✓ City/County of Main Office;
- ✓ Web Address;
- ✓ Contact 1 - Name, Title, Phone Number and Email Address of the Executive Director or CEO;
- ✓ Contact 2 - Name, Title, Phone Number and Email Address of the person that will be responsible for entering NAP donations;
- ✓ A detailed description of the organization's programs and explain how the organization is meeting the requirement of primarily providing assistance to low-income people in Virginia;
- ✓ List the organization's mission from the mission statement;
- ✓ Attach a copy of the organization's 501(c) (3) (4) document;
- ✓ Attach of copy of the name change form if the name of the organization has changed and does not match the 501(c) (3) (4) document.

The user access request will be reviewed by NAP staff within three business days. An email will be sent with the instructions for submitting the application once user access has been approved. If you do not receive an approval email within three business days, send an email to nap@dss.virginia.gov.

Q: I have forgotten my VDSS NAP database user ID. What do I need to do?

A: Send an email to nap@dss.virginia.gov to request the user ID information. Do not create a new user ID unless directed to do so by NAP staff.
- ✓ NAP database user account information is **confidential** and should not be shared with another person.
- ✓ The user account is assigned to a specific employee of the organization.
- ✓ The account is made "inactive" when the employee has left the organization or no longer needs access to the NAP database.
- ✓ To access the database, a new employee must create a user account and connect their user account to the organization.
- ✓ The organization's profile must be updated to add the new user as a NAP contact person.

Q: How often do I need to update the organization's profile in the online database?

A: It is important to update the organization's profile whenever there are changes in staff, mailing address, phone number, programs, mission, etc.
- ✓ All correspondence relating to NAP is sent by email to each person listed in the organization's profile.

Q: My organization offers services to higher income clients as well as to those who are low-income at or below 300% of the federal poverty guidelines. Do we only provide information on our low-income clients?

A: The requested information must include all the programs within the organization and reflects the total operation of the organization, not just one or more programs conducted by the organization.

Q: **Can I copy the information from another document when completing the profile and application questions in the NAP online database?**

A: The information can be copied from another document. It is important to review and correct the information once it has been saved. Some of the characters do not copy over correctly. An example is (**'s**) The information appears as (**â€™s**) once the document has been saved.

Q: **Can I print the application from the online database?**

A: The NAP database does not have the functionality to print the application. A sample application with instructions is located on the VDSS web page at the link https://www.dss.virginia.gov/community/nap.cgi under the Announcements heading located on the right-hand side of the page.
  ✓ Save a screenshot of each page of the online application for your records.
  ✓ It is important to email a screenshot of the e-signature page to nap@dss.virginia.gov after the application has been submitted.

Q: **When will our organization be notified of program eligibility?**

A: All organizations will be notified by email during the last week of June. If you do not receive an approval/denial email by 5:00 p.m. on July 1, 2024, send an email to nap@dss.virginia.gov.

Q: **I am a new organization, what will my allocation be?**

A: The office of the VDSS has $8 million in tax credits.
  ✓ The allocation for existing NAP organizations is based on the average tax credits used within the last four years, a minimum of at least $5,000 or the amount requested, whichever is less.
  ✓ Any tax credits remaining from the $8 million will be divided equally among all new organizations meeting the eligibility criteria.
  ✓ The allocation process may include a determination of the reasonableness of requests, caps, and percentage reductions in order to stay within the total available funding.
  ✓ In any year in which the available amount of tax credits exceeds the previous year's available amount, at least 10% of the excess amount shall be allocated to approved organizations that did not receive any allocations in the preceding year.

Q: **Our organization has tax credits remaining from a previous fiscal year. Will our allocation be reduced for the upcoming fiscal year?**

A: The allocation is based on the average usage of tax credits within the last four years or less depending on how many years the organization has been in the VDSS NAP program. A lower average usage will have an impact on the allocation for the upcoming fiscal year.
  ✓ Completed donations entered in the NAP database by June 15, 2024, will be included in the allocation calculation for the FY 2024 - 2025 program period.
  ✓ Donations entered after June 15, 2024 will not be included in the allocation calculation until the FY 2025 - 2026 cycle.

Q: **The purpose of our organization is to provide financial assistance to other organizations. We do not offer direct client services. Will our organization qualify for NAP?**

A: The organization must provide direct client services to qualify for NAP. However, the 501(c) (3) (4) non-profit that receives funding from your organization may submit an application. The applicant organization must meet the eligibility criteria to receive an allocation of NAP tax credits.

Q: **We are an adoption agency and a significant number of those we serve are children and youth in foster care. I assume they would be considered low-income. They are not part of a family.**

A: The organization must include any income that is received for the foster child. The foster child is counted individually, and the household income is not considered.

Q: **Our agency provides direct services to our population. However, we also provide community education at health fairs and hand out program brochures. We spend approximately five percent of our revenue each year providing community education. Our direct service clients are under 300% of the federal poverty guidelines. Do we need to count our health fair participants?**

A: Many organizations hand out flyers to educate the community; those clients do not need to be counted. All clients must be counted if they are participating in a program, such as attending educational classes. However, at least 50 percent of the clients served must be low-income and at least 50 percent of the revenue must be used to provide services directly to low-income clients.

Q: **How do we count the number of clients served? Our organization has clients that received services in multiple programs.**

A: If an individual received more than one type of service, only count the person once – this an unduplicated count.

Q: **Do we count households or individuals?**

A: The total number of clients served is based on the individual receiving services. However, the household income and total number of people in the household is used to determine the low-income threshold. The federal poverty guidelines chart is used to determine the income level for the household.

2023 FEDERAL POVERTY GUIDELINES (FPG)

Household Size	100%	200%	300%
1	$ 14,580	$ 29,160	$ 43,740
2	$ 19,720	$ 39,440	$ 59,160
3	$ 24,860	$ 49,720	$ 74,580
4	$ 30,000	$ 60,000	$ 90,000
5	$ 35,140	$ 70,280	$ 105,420
6	$ 40,280	$ 80,560	$ 120,840
7	$ 45,420	$ 90,840	$ 136,260
8	$ 50,560	$ 101,120	$ 151,680

For families/households with more than 8 persons, add $5,140 for each additional person.

2024 FEDERAL POVERTY GUIDELINES (FPG)

Household Size	100%	200%	300%
1	$ 15,060	$ 30,120	$ 45,180
2	$ 20,440	$ 40,880	$ 61,320
3	$ 25,820	$ 51,640	$ 77,460
4	$ 31,200	$ 62,400	$ 93,600
5	$ 36,580	$ 73,160	$ 109,740
6	$ 41,960	$ 83,920	$ 125,880
7	$ 47,340	$ 94,680	$ 142,020
8	$ 52,720	$ 105,440	$ 158,160
9	$ 58,100	$ 116,200	$ 174,300
10	$ 63,480	$ 126,960	$ 190,440
11	$ 68,860	$ 137,720	$ 206,580
12	$ 74,240	$ 148,480	$ 222,720
13	$ 79,620	$ 159,240	$ 238,860
14	$ 85,000	$ 170,000	$ 255,000

Q: **One of the VDSS NAP requirements is that 75 percent of the organization's revenue must be used for their ongoing programs each year. Our organization did not meet that requirement for 2023. Will the organization automatically be denied?**

A: A determination on eligibility will be made after reviewing the application and all of the supporting documents.

The organization's CPA must complete **Attachments F & G – Adjustments to Revenue and Expenses**. Email the completed attachments to nap@dss.virginia.gov. NAP staff will review the application and all required documents to make a final determination of the organization's eligibility. Send an email to nap@dss.virginia.gov to request a copy of the Attachments F & G, if needed.

Q: **How do we determine if our organization needs to complete the audit, review or compilation?**

A: The audit, review or compilation requirement is listed in **§ 58.1-439.20 of the Code of Virginia.**
  ✓ An **audit or review** is required if the organization's revenue (including the value of all donations) is in excess of $100,000.
  ✓ A **compilation (detailed financial statements)** is required if the organization's revenue is $100,000 or less.
  ✓ Such audit, review, or compilation shall be performed by an **independent certified public accountant**.

Q: **Our auditor has not yet completed the audit, review or compilation for calendar year 2023, fiscal year 7/2022 – 6/2023, 10/2022 – 9/2023, 4/2022 – 5/2023, etc. Do we provide information from the previous audit, review or compilation on the Certification of Income Levels Served table in the application?**

A: The information provided on the Certification of Income Levels Served table must list clients served for calendar year 2023, FY 7/2022 – 6/2023, 10/2022 – 9/2023, 4/2022 – 5/2023, etc. For the revenue and expenses sections, use unaudited numbers from the organization's internal records if the audit, review, compilation or federal form 990 has not been finalized for the same dates listed above.

Q: **Is the audit, review or compilation due by May 1, 2024?**

A: The audit, review or compilation for the most recent year ended must be received by VDSS on or before **May 31, 2024, by 5:00 p.m**. The audit, review or compilation will ONLY be accepted by email after the deadline for submitting the application has passed.
  ✓ The application will not be reviewed until the deadline to submit the financial statements has passed.

Q: **Our auditors have not yet completed the audit, review or compilation for the fiscal year 7/2022 – 6/2023, 10/2022 – 9/2023, 4/2022 – 5/2023, etc. Do we submit the audit for previous period with the application?**

Do not submit the audit for fiscal year 7/2021 – 6/2022, 10/2021 – 9/2022, 4/2021 – 5/2022, etc., with the application. The application will not be reviewed before the May 31, 2024, audit deadline. The audit for the fiscal year 7/2022-6/2023, 10/2022 – 9/2023, 4/2022 – 5/2023 is due by May 31, 2024. Email the audit to nap@dss.virginia.gov on or before May 31, 2024.

Q: **Our auditors have not yet completed the audit, review or compilation for the period January 1, 2023 – December 31, 2023. Do we submit the audit, review or compilation for calendar year 2022 with the application?**

A: Submit the audit for calendar year 2022 with the application. Email the audit for calendar year 2023 by **October 1, 2024.**

Q: **Do we submit the Federal Form 990 for 2022 with the application if the one for 2023 has not been completed?**

A: Submit the Federal Form 990 for 2022 with the application. Email the Federal Form 990 for 2023 when it becomes available.

Q: **What documentation do we need to submit to prove our organization is registered with the Virginia Department of Agriculture and Consumer Service (VDACS) is in good standing?**

A: Provide a copy of the current registration approval letter, extension letter or letter of exemption filed with the Department of Agriculture and Consumer Services, Division of Consumer Affairs (VDACS), or copy of the documentation produced from the VDACS charitable organization database located at **http://cos.va-vdacs.com/cgi-bin/char_search.cgi**.

- ✓ In the event that the organization has not received the registration approval letter or extension letter, and the registration on the VDACS charitable organization database has not been updated, provide a copy of the completed VDACS annual renewal application and a copy of the cancelled check.

Q: **Do we need to submit a brochure providing information on our programs with the application?**

A: A copy of a brochure, pamphlet or flyer detailing the organization's programs must be submitted with the application.

Q: **How do we know if our organization has an affiliated entity?**

A: The affiliated entity information will be listed in the organization's audit, review or compilation.

Q: **What documents do we need to submit for each affiliated entity?**

A: Email the completed **Affiliated Entity information pages**, a copy of the **Federal Form 990** and a copy of **Attachments F & G – Adjustments to Revenue and Expenses**, if required to nap@dss.virginia.gov on or before **May 1, 2024, by 5:00 p.m**. Email a copy of the audit, review or compilation for the most recent year ended on or before **May 31, 2023, by 5:00 p.m.**

Q: **Where can I find the affiliated entity documents?**

A: The information can be found on the VDSS webpage at https://www.dss.virginia.gov/community/nap.cgi under the Announcements heading located on the right-hand side of the page.