1. Portal Questions YES or NO

A. Have you been told in an email or other method of communication what standards must be met for an application to be deemed 'complete'?	NO
B. Have you been told in writing what the standards of proof are if you have to disprove a wrong assumption made by staff that could be the basis of a denial?	NO
1. Do you feel an error or incorrect assumption made by Staff has led to you being deemed incomplete'?	YES
C. Do you know what the policies and procedures of MCP are for the Portal?	NO
1. Do you know how to locate them?	NO
2. Did you understand the portal questions and instructions?	NO
3. Were you able to upload the documents you needed/wanted to in the portal system based on the questions you were asked?	YES
D. Do you feel that you have been provided clear directions on how to address any incomplete items?	NO
1. Are all the forms and instructions clear and without errors by the MCP?	NO
2. Does the Portal allow you to attach the documents you thought you needed to attach?	YES
3. Did the instructions cause you confusion as to what items to attach in what location of the portal?	YES
4. Did you find that if you checked the box you thought was applicable, that you were not able to upload documents that you thought you would be able to upload because there was no place to do it unless you changed your answer?	YES
E. Have you been marked incomplete?	YES
F. Have you been marked incomplete more than once?	YES
1. Were any of those times due to MCP error or Portal Limitations?	YES
2. If you received multiple incompletes were the reviews consistent?	NO
G. Has MCP been effective in answering your questions about the Portal?	NO

2. Equity Questions

YES or NO

A. Do you feel that MCP & Elevate Impact have clearly informed you of policies, procedures and standards of success versus failure for your application?	NO
B. If you are unclear on those policies, procedures and standards of success from MCP & Elevate Impact, are they effective at providing clarity when you present them with questions?	NO
C. Do you find it difficult to get timely responses from MCP & Elevate Impact?	YES
D. Do the webinars offered by MCP & Elevate Impact provide you with useful, clear information?	NO
E. If you have been required to make revisions to your specific grant application or budget, were you given all the corrections at one time or did they happen in small successive installments?	YES
F. If in successive installments, do you believe that the information could have been presented to you more efficiently?	YES
G. Do you feel like the goal posts have changed during your grant application process?	YES

- ## 3. General Program questions

YES or NO

A. Do you feel that you have a clear understanding of MCP policies, procedures and standards of success versus failure for your permit or application?	No
B. If you are unclear on those policies, procedures or standards for success in the program, how effective is MCP at providing clarity when you present them with questions?	
C. Do you find it difficult to get timely responses from MCP?	YES
D. Do the webinars offered by MCP provide you with useful, and meaningful way to obtain clear information?	NO
E. Do you feel like you can participate effectively in MCP webinars?	NO
F. Do you know what the policies and procedures of MCP are?	NO
1. Do you know how to locate them?	NO

2. Are all forms you need on the website?	
3. Are they in the location they should be for the task you must perform?	

4. Additional Comments

- Please share any additional comments here:

  IT IS DIFFICULT TO WORK WITH THEM