



## CENTRAL APPALACHIA HABITAT STEWARDSHIP PROGRAM 2025 REQUEST FOR PROPOSALS

The National Fish and Wildlife Foundation (NFWF) is committed to operating in full compliance with all applicable laws, regulations, and Executive Orders. We continuously monitor legal and regulatory developments to ensure our policies, procedures, and operations align with current federal directives. We encourage all applicants to do the same.

The ability and extent to which NFWF is able to make awards is contingent upon receipt of funds from federal agencies and/or other funding partners. Final funding decisions will be made based on the applications received and the level and timing of funding received by NFWF.

### TIMELINE

Dates of activities are subject to change. Please check the program page of the NFWF website for the most current dates and information [Central Appalachia Habitat Stewardship Program](#).

Applicant Webinar (recording available)	June 2, 2025
<b>Full Proposal Due Date</b>	<b>Thursday, July 17, 2025 12:00 (Noon) PM ET</b>
Review Period	Mid-July to Mid-September
Awards Announced	Mid-November

### OVERVIEW

The Central Appalachia Habitat Stewardship Program will award grants to voluntarily restore and sustain healthy forests, rivers and streams that provide habitat for diverse native bird and aquatic species populations. Major funding is provided by the Richard King Mellon Foundation, USDA's Forest Service and Natural Resources Conservation Service, and the U.S. Fish and Wildlife Service. This year, additional funding is provided by Altria Group and Cleveland-Cliffs.

The overall goal of the program is to improve the quality and connectivity of forest and freshwater habitat to increase the distribution and abundance of birds, fish, and other wildlife, as evidenced by a suite of species that are collectively indicators of forest and freshwater habitat condition. The program aims to:

1. Improve the voluntary management of public and private forestlands to create blocks with a mosaic of mixed-aged forests that support a diversity of bird and wildlife species, especially targeting golden-winged warbler, wood thrush, and cerulean warbler; and
2. Improve stream health by voluntarily removing passage barriers, restoring riparian buffers, and improving water quality and hydrology to bolster populations of brook trout, eastern hellbender and freshwater mussels.

Applicants are encouraged to deploy a range of strategies to engage public and private landowners in active stewardship through technical and financial assistance, demonstrations, education and outreach, and other innovative approaches.

## GRANT AWARD INFORMATION

**Award Range:** Grant requests must range from \$75,000 to \$500,000. Requests above or below that range will not be considered for funding.

**Grant Period:** Projects should start six months after the award date and be completed within four years. Notification of awards is expected to be mid-November. **Non-Federal Match:** A non-federal match valued at 50 percent of the total project cost (a 1:1 ratio of grant request to match) is preferred but not required. Match can be any combination of cash and/or in-kind goods and services (for example external/partner services, volunteers or grantee in-kind) and there is no priority given to higher cash percentages.

Organizations that are unable to provide significant non-federal matching contributions are encouraged to contact NFWF prior to submitting a proposal. Discussing challenges and setting expectations will help ensure matching contributions do not become an undue barrier during the review process.

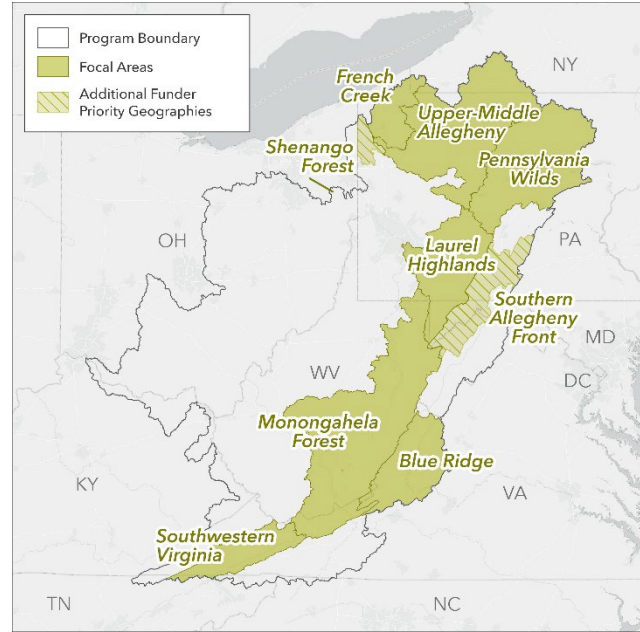
**Federal leverage:** Applicants are encouraged to describe federal partner contributions in the match section of their application. These contributions will not count toward any non-federal match described above but will help in understanding the amount of resources and partners contributing to the overall project and will be considered as part of evaluating the broader support for the project.

## GEOGRAPHIC FOCUS

The Central Appalachia Habitat Stewardship Program will award grants within the broad program boundary, which includes portions of Maryland, New York, Pennsylvania, Ohio, Virginia, and West Virginia. Priority will be given to projects within the focal geographies shown in orange on the map below.

For more detailed information about priority habitats and partner priorities, visit NFWF's [Central Appalachia Business Plan GIS Portal](#).

Please note that some funding is geographically targeted. This year funding from the Natural Resources Conservation Service (NRCS) will target Working Lands for Wildlife priority areas ([see GIS Portal](#)), funding from Cleveland-Cliffs is available for projects in the Laurel Highlands and southern region of the Monongahela Forest Focal Geography, and funding from Altria Group is available for forest habitat projects in the Monongahela Forest and Blue Ridge/Upper James focal geographies.



## PROGRAM PRIORITIES

All proposals should strive to implement strategies and contribute to goals detailed in NFWF's [Central Appalachia Business Plan](#). Priority strategies for funding in 2025 are detailed below.

In addition, projects that incorporate outreach to communities, foster community engagement, and pursue collaborative management leading to measurable conservation benefits are encouraged. Where possible, projects should be developed through community input and co-design processes and should consider traditional knowledge where relevant. Additionally, projects should engage community-level partners (e.g., municipalities, NGOs, community organizations, community leaders) to help design, implement, and maintain projects to secure maximum benefits for communities, maintenance, and sustainability post-grant award.

### PROGRAM PRIORITY 1: Restore and Manage Forest Blocks in Focal Geographies

NFWF will invest in the management of Dynamic Forest Restoration Blocks to enhance age and structural diversity that demonstrates improved forest conditions for golden-winged warbler, wood thrush, and cerulean warbler. Note that NFWF seeks to achieve its forest health goals without compromising late successional or old growth forest.

NFWF is seeking continued implementation of forest management activities in established dynamic forest restoration blocks in the *Upper-Middle Allegheny*, *Laurel Highlands*, *Monongahela Forest* and *Southwest Virginia* Focal Geographies, as well as establishment of new dynamic forest blocks. Existing Dynamic Forest Restoration Blocks can be found on [NFWF's Central Appalachia Business Plan GIS Portal](#).

Priority strategies to advance forest block restoration and management include:

- **Forest Management Assessment and Planning:** Conduct landscape-level assessment and planning to manage for an appropriate mix of age and structural diversity that is adaptable to meet the needs and interests of public and private landowners at the forest block scale

(>5,000 acres). Dynamic Forest Management Plans for private lands should be written by foresters qualified to write plans for NRCS producers.

- **Dynamic Forest Block Restoration:** Implement forest management projects within established Dynamic Forest Restoration Blocks that use a range of practices and prescriptions that contribute to creating a diversity of age and structure across contiguous forest blocks of at least 5,000 acres. Projects that engage multiple landowners with a range of interests to form new Dynamic Forest Restoration Blocks are strongly encouraged.
- **Restoration Response Monitoring:** Deploy scalable, cost-effective monitoring tools and strategies to measure species population response to habitat restoration. Applicants are strongly encouraged to contact NFWF staff to discuss monitoring needs, coordinate monitoring with existing partners on sampling, data collection techniques, and analysis to avoid redundancy and increase effectiveness.

## **PROGRAM PRIORITY 2: Forest and Grassland Management for Wildlife, Water, and Other Ecosystem Services**

NFWF will invest in strategies to accelerate adoption of forest and grassland conservation practices and management approaches that maximize forest and grassland health and wildlife benefits while improving water quality and supporting other ecosystem services. Projects that improve private landowner outreach, build capacity to deliver forestry services and other landowner technical assistance, and address barriers to afforestation, reforestation, and forest and grassland management are encouraged.

Grantees are strongly encouraged to develop projects that contribute to the goals of NRCS's Working Land for Wildlife initiatives including the [Golden-winged Warbler initiative](#) and the [Northern Bobwhite initiative](#). Projects that target private forest lands adjacent to Dynamic Forest Restoration Blocks<sup>1</sup> and/or in close proximity to other state or federal forestlands are also strongly encouraged. For projects focused on improving habitat for golden-winged warbler and northern bobwhite, please ensure the projects are in alignment with NRCS goals and priorities by conferring with the NRCS State Conservationist and their staff in the state in which your project is located. A list of NRCS contacts can be found [here](#).

Priority strategies for forest and grassland management include:

- **Forest Landowner Outreach:** Execute innovative outreach strategies to engage target audiences (e.g., private woodland owners, municipalities, consulting foresters, loggers) in adopting forest management practices that enhance habitat conditions. Proposals should clearly describe how relationships with willing landowners will be managed, and by whom, in order to ensure landowners receive ongoing support for project planning, financing, and transition to on-the-ground implementation.

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<sup>1</sup> Established and developing dynamic forest blocks are areas where prior NFWF grants have supported landscape-level planning to inform management to achieve an appropriate mix of age and structural diversity that meets the needs of landowners and wildlife at the parcel and forest block scale.

- **Forestry Technical Assistance:** Increase the capacity to deliver professional forestry services to private landowners, including qualified consulting foresters (esp. NRCS-certified Technical Service Providers) available to write forest management plans that include enhancing wildlife habitat condition, with a focus on plans that meet NRCS standards for cost-share. Proposals should use innovative strategies to address challenges such as recruitment and retention.
- **Forest Restoration:** Restore forest habitat on public and private lands using a range of practices and prescriptions that contribute to creating a diversity of age and structure that support golden-winged warbler, wood thrush, and cerulean warbler. Practices should be guided by established Forest Management Plans. Where these plans are not in place, projects should prioritize developing plans prior to implementing conservation practices.
- **Grassland Restoration:** Restore grassland habitat on public and private lands to support grassland dependent species such as northern bobwhite, eastern meadowlark, eastern box turtle, and pollinators. Projects that plan grassland habitat in the landscape context are encouraged.
- **Mine Land Restoration:** Restore forest and native grassland habitat on legacy mine lands. Projects on state, tribal and/or private non-industrial forests are especially encouraged. Applicants also are encouraged to partner/collaborate with state forestry and wildlife agencies. Projects are encouraged to use the [Forestry Reclamation Approach](#) and restore habitat in a landscape context that is complementary to other ongoing restoration (e.g., Dynamic Forest Restoration Blocks, priority watersheds for brook trout, hellbender, or freshwater mussels).

Proposals also are encouraged that will create a comprehensive, regionwide, online and publicly-available inventory of legacy surface mine sites that were reclaimed prior to adoption of the Forest Reclamation Approach. This site would serve restoration professionals in targeting outreach to landowners who may be interested in technical and/or financial assistance to restore mine sites.

### **PROGRAM PRIORITY 3: Restore Aquatic Ecosystems**

NFWF will invest in improving stream health by removing passage barriers, restoring riparian buffers, and improving water quality and hydrology to bolster populations of brook trout, eastern hellbender, and freshwater mussels. Priority focal geographies for aquatic ecosystem restoration include French Creek, Shenango, *Upper-Middle Allegheny*, *Laurel Highlands*, *Monongahela Forest*, and *Southwestern Virginia*. For further information on brook trout patches and priority watersheds, refer to “Aquatic Habitat Priorities” in [NFWF’s Central Appalachia Business Plan GIS Portal](#).

Projects restoring hellbender habitat are strongly encouraged to target private lands and contribute to the goals of NRCS’s [Working Lands for Wildlife - Eastern Hellbender initiative](#). For projects focused on improving habitat for eastern hellbender, please ensure the projects align

with NRCS goals and priorities by conferring with the NRCS State Conservationist and their staff in the state in which your project is located. A list of NRCS contacts can be found [here](#).

Priority strategies to advance aquatic ecosystem restoration include:

- **Brook Trout Patch Assessments:** Assess threats and limiting factors in priority brook trout population patches to identify restoration opportunities. Patch assessments should include, but are not limited to, identifying passage barriers, water quality hot spots, riparian buffer gaps, unrestricted livestock access, and presence of non-native trout and invasive species. Refer to NFWF's [Aquatic Habitat Priorities](#) for a map of priority watersheds and population patches.
- **Restore Aquatic Connectivity:** Prioritize and remove barriers to aquatic organism passage (AOP) to bolster resilient populations of brook trout, hellbender and mussel host species. Projects may include replacing under-sized or perched culverts and removing derelict or under-utilized dams. Project funds can support development of collaborative AOP partnerships, on-the-ground restoration, engineering design, permit fees, and stream barrier surveys to determine priorities for future connectivity restoration. Projects that scale up prioritization, planning, and design to better position the region to take full advantage of other, larger federal and state funding for AOP restoration are strongly encouraged. Projects also are encouraged, where possible, to demonstrate the flood risk reduction co-benefits of AOP projects. [The National Aquatic Barrier Inventory & Prioritization](#) is a useful resource in planning and prioritizing projects.
- **Restore Riparian Forests:** Buffers should be sized and placed to maximize benefits to brook trout, hellbender, mussels and other wildlife. Projects should include site preparation and long-term maintenance strategies for new buffers, addressing issues such as deer browse, invasive species and competitive vegetation management, and mortality.
- **Improve Conservation on Agricultural Lands:** Provide technical and financial assistance to address resource concerns (e.g., nutrient and sediment loading, unrestricted livestock access) on farms located in priority watersheds (see NFWF's [Aquatic Habitat Priorities](#) and State Priority Watersheds). Projects should implement conservation practices that meet or exceed the performance of related federal and state-approved methods and specifications, unless flexibility is necessary to demonstrate an innovative approach or technology. Outreach should target farms that have conservation, manure management, and/or nutrient management plans in place, as appropriate. Where these plans are not in place, projects should prioritize developing plans prior to implementing conservation practices.
- **Reduce Erosion and Sedimentation from Dirt and Gravel Roads:** Implement dirt and gravel road best management practices, in partnership with county conservation districts, municipalities, and state agencies. Projects should focus on road-stream crossings that will reduce sediment delivery to streams within priority brook trout population patches or priority watersheds for eastern hellbender and freshwater mussels.



- **Hellbender Habitat Assessments, Restoration and Population Response Monitoring:** Assess threats and limiting factors to hellbender success, and implement restoration strategies (e.g., AOP, riparian buffers, livestock exclusion) to sustain and expand hellbender populations. Projects are encouraged to monitor hellbender population response to interventions especially through the use of eDNA approaches. A letter of support from the respective state wildlife agency herpetologist is highly recommended for hellbender restoration projects.
- **Develop or Enhance State-wide or Localized Freshwater Mussel Conservation Strategies:** Create the necessary framework for the long-term conservation of freshwater mussels throughout the Central Appalachia Region. Activities may include but are not limited to strategic planning and partnership development, landowner outreach and education, surveys to expand current baseline distribution datasets for common and threatened and endangered species, watershed restoration practices, and reintroductions within priority watersheds, , and. A letter of support from the respective state wildlife agency malacologist is highly recommended for mussel restoration projects.
- **Reestablish Freshwater Mussel Occupancy:** Reintroduce freshwater mussel species to priority watersheds, especially those that have had significant dam removals, flow regime changes, or water quality improvements that would increase potential for reproductive success. Projects are encouraged to monitor freshwater mussel population response to interventions, including eDNA.

**NOTE:** In 2025, we anticipate funding available from USDA’s Natural Resources Conservation Service (NRCS) for projects that direct staff resources to help private landowners design and implement conservation practices benefitting select Working Lands for Wildlife target species, especially golden-winged warbler, eastern hellbender and northern bobwhite quail. Associated projects should seek to provide technical assistance to interested farmers, ranchers, and private forestland owners to develop management plans, design and implement conservation practices, share their experiences and lessons learned, and participate in Farm Bill programs, especially the Environmental Quality Incentives Program (EQIP) and Conservation Stewardship Program (CSP). A particular emphasis should be placed on designing and implementing conservation practices benefitting these Working Lands for Wildlife target species.

## PROJECT METRICS

To better gauge progress on individual grants and to ensure greater consistency of project data provided by multiple grants, the *Central Appalachia Habitat Stewardship Fund* has a list of metrics in Easygrants for applicants to choose from for future reporting. Available metrics are shown in the table in **APPENDIX A**, and we ask that applicants select only the most relevant metrics from this list for their project. If you think an applicable metric has not been provided, please contact [oleksandr.faryga@nfwf.org](mailto:oleksandr.faryga@nfwf.org) to discuss acceptable alternatives.

## ELIGIBILITY

Organization Type	Eligibility
501(C) non-profit organizations	✓
Community-based organizations	✓
Local Governments	✓
Municipal governments	✓
Tribal governments and organizations	✓
K-12 educational institutions	✓
Institutions of High Education	✓
State Government Agencies	✓
U.S. Federal Government agencies	✗
Businesses	✗
Unincorporated Individuals	✗
International Organizations	✗

## EVALUATION CRITERIA

All proposals will be screened for relevance, accuracy, completeness, and compliance with NFWF and funding source policies. Proposals will then be evaluated by a team of technical experts based on the extent to which they meet the criteria listed below.

Conservation Outcomes	Technical	Partnership and Community Impact	Budget
<ul style="list-style-type: none"> <li>Alignment with program goals and priorities</li> <li>Quantifiable performance metrics</li> <li>Appropriate monitoring of activities and outcomes</li> <li>Project long-term sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Technically sound and feasible</li> <li>Engages technical experts</li> <li>Logical and achievable work plan and timeline</li> <li>Sound compliance approach (permits, NEPA)</li> <li>Accurate spatial data</li> </ul>	<ul style="list-style-type: none"> <li>Collaborates with local community</li> <li>Partners help sustain impact of project</li> <li>Proposal identifies communities impacted</li> <li>Includes letters of support from community partners</li> </ul>	<ul style="list-style-type: none"> <li>Allowable and reasonable costs</li> <li>Matching contributions</li> <li>Cost effective</li> </ul>



### **Evaluation Criteria #1 – Conservation Outcomes**

- Project addresses one or more of the listed Program Priorities, contributes to the overall habitat and species conservation goals for the Central Appalachia Habitat Stewardship Fund, and has specific, quantifiable performance metrics to evaluate project success.

### **Evaluation Criteria #2 - Technical Merit**

- Project is technically sound and feasible, and the proposal sets forth a clear, logical and achievable work plan and timeline.
- Project engages appropriate technical experts throughout project planning, design and implementation to ensure activities are technically sound and feasible.
- Project includes a plan for monitoring progress during and after the proposed project period to track project success and adaptively address new challenges and opportunities as they arise.

Project will be maintained to ensure benefits are achieved and sustained over time. This should include how future funding will be secured to implement necessary long-term monitoring and maintenance activities. This ensures long-term sustainability and success of the project, integration into local programs and policies, and community acceptance of proposed restoration actions.

- Project spatial data submitted to NFWF's online mapping tool accurately represent the location(s) of conservation activity(ies) at the time of proposal submission. Successful projects will be required to submit improved spatial data for each conservation activity within the period of performance as necessary.

### **Evaluation Criteria #3 – Partnership and Community Impact**

- The applicant organization partners and engages collaboratively with local community members, leaders, community-based organizations, and other relevant stakeholders to develop and implement the proposed project. This ensures long-term sustainability and success of the project, integration into local programs and policies, and community acceptance of proposed restoration actions.
- Partners or communities are enlisted to broaden the sustained impact from the project.
- Proposal describes the community characteristics of the project area, identifies any communities impacted, and describes outreach and community engagement activities and how those will be monitored and measured.
- Proposal uses data to support descriptions and submits letters of support from community partners and/or collaborators demonstrating their commitment to the project and engagement in project activities as proposed.

#### Evaluation Criteria #4 - Budget/Cost-Effectiveness

- Costs are allowable, reasonable and budgeted in accordance with NFWF's [Budget Instructions](#) cost categories. Federally funded projects must be in compliance with [2 CRF 200](#) as applicable. ***A complete budget should include budget narratives to provide justifications for costs.***
- Amount requested is proportional to expected outcomes.
- Project includes a cost-effective budget that balances performance risk and efficient use of funds. Cost-effectiveness analysis identifies the most efficient way to meet project objectives. Cost-effectiveness evaluation includes, but is not limited to, an assessment of effective direct/indirect costs across all categories in the proposed budget according to the type, size and duration of project and project objectives. Project budgets will be compared to similar projects to ensure proposed costs across all budget categories are reasonable for the activities being performed and the outcomes proposed.

#### OTHER

##### Ineligible Uses of Grant Funds

- NFWF funds and matching contributions are strictly prohibited from being used for a number of reasons to include, for example, political advocacy, fundraising, lobbying, litigation, terrorist activities, or in violation of the Foreign Corrupt Practices Act. See [OMB Uniform Guidance](#) for additional information.
- Equipment: Applicants are encouraged to rent equipment where possible and cost-effective or use matching funds to make those purchases. NFWF acknowledges, however, that some projects may only be completed using NFWF funds to procure equipment. If this applies to your project, please contact the program staff listed in this RFP to discuss options.
- Federal funds and matching contributions may not be used to procure or obtain equipment, services, or systems (including entering into or renewing a contract) that uses telecommunications equipment or services produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities) as a substantial or essential component, or as critical technology of any system. Refer to Public Law 115-232, section 889 for additional information.
- NFWF funds may not be used to support ongoing efforts to comply with legal requirements, including permit conditions, mitigation and settlement agreements. However, grant funds may be used to support projects that enhance or improve upon existing baseline compliance efforts.

**Environmental Services** – NFWF funds projects in pursuit of its mission to sustain, restore and enhance the nation's fish, wildlife, plants and habitats for current and future generations. NFWF

recognizes that some benefits from projects may be of value with regards to credits on an environmental services market (such as a carbon credit market). NFWF does not participate in, facilitate, or manage an environmental services market nor does NFWF assert any claim on such credits.

**Intellectual Property** – Intellectual property created using NFWF awards may be copyrighted or otherwise legally protected by award recipients. NFWF may reserve the right to use, publish, and copy materials created under awards, including posting such material on NFWF’s website and featuring it in publications. NFWF may use project metrics and spatial data from awards to estimate societal benefits that result and to report these results to funding partners. These may include but are not limited to: habitat and species response, species connectivity, water quality, water quantity, risk of detrimental events (e.g., wildfire, floods), and carbon accounting (e.g., sequestration, avoided emissions).

**Procurement** – If the applicant chooses to specifically identify proposed Contractor(s) for Services, an award by NFWF to the applicant does not constitute NFWF’s express written authorization for the applicant to procure such specific services noncompetitively. When procuring goods and services, NFWF recipients must follow documented procurement procedures which reflect applicable laws and regulations.

**Publicity and Acknowledgement of Support** – Award recipients will be required to grant NFWF the right and authority to publicize the project and NFWF’s financial support for the grant in press releases, publications and other public communications. Recipients may also be asked by NFWF to provide high-resolution (minimum 300 dpi) photographs depicting the project.

**Receiving Award Funds** – Award payments are primarily reimbursable. Projects may request funds for reimbursement at any time after completing a signed agreement with NFWF. A request of an advance of funds must be due to an imminent need of expenditure and must detail how the funds will be used and provide justification and a timeline for expected disbursement of these funds. Requests for monthly advances will not be considered.

**Compliance Requirements** – Projects selected may be subject to requirements under the National Environmental Policy Act, Endangered Species Act (state and federal), and National Historic Preservation Act. Documentation of compliance with these regulations must be approved prior to initiating activities that disturb or alter habitat or other features of the project site(s). Applicants should budget time and resources to obtain the needed approvals. As may be applicable, successful applicants may be required to comply with additional Federal, state or local requirements and obtain all necessary permits and clearances.

**Permits** – Successful applicants will be required to provide sufficient documentation that the project expects to receive or has received all necessary permits and clearances to comply with any Federal, state or local requirements. Where projects involve work in the waters of the United States, NFWF strongly encourages applicants to conduct a permit pre-application meeting with the Army Corps of Engineers prior to submitting their proposal. In some cases, if a permit pre-

application meeting has not been completed, NFWF may require successful applicants to complete such a meeting prior to grant award.

**Federal Funding** – The availability of federal funds estimated in this solicitation is contingent upon receipt from the agency. Funding decisions will be made based on the level of funding and the timing of when it is received by NFWF.

## HOW TO APPLY

All application materials must be submitted online through National Fish and Wildlife Foundation's Easygrants system.

1. Go to [easygrants.nfwf.org](https://easygrants.nfwf.org) to register in our Easygrants online system. New users to the system will be prompted to register before starting the application (if you already are a registered user, use your existing login). Enter your applicant information. Please disable the pop-up blocker on your internet browser prior to beginning the application process.
2. Once on your homepage, click the "Apply for Funding" button and select this RFP's "Funding Opportunity" from the list of options.
3. Follow the instructions in Easygrants to complete your application. Once an application has been started, it may be saved and returned to at a later time for completion and submission.

## APPLICATION ASSISTANCE

A *Tip Sheet* is available for quick reference while you are working through your application. This document can be downloaded [here](#). Additional information to support the application process can be accessed on the NFWF website's [Applicant Information page](#).

For more information or questions about this RFP, please contact: Oleksandr Faryga ([Oleksandr.faryga@nfwf.org](mailto:Oleksandr.faryga@nfwf.org)) or (202) 595-2453 or Katie Ombalski, Woods and Waters LLC ([katie@woodswaters.com](mailto:katie@woodswaters.com)) or (814) 574-7281.

For issues or assistance with our online Easygrants system, please contact:

Easygrants Helpdesk

Email: [Easygrants@nfwf.org](mailto:Easygrants@nfwf.org)

Voicemail: 202-595-2497

Hours: 9:00 am to 5:00 pm ET, Monday-Friday.

Include: your name, proposal ID #, e-mail address, phone number, program you are applying to, and a description of the issue.