



TIDEWATER ARTS OUTREACH

Tidewater Arts Outreach Partner Guidance

Cost-Share:

In the spirit of its mission, Tidewater Arts Outreach makes every effort to meet Partner's where they are in their budgetary landscape – **it is our desire to say “yes” as often as possible to some level of programming for Partners who qualify for services (serving older and/or isolated adults).** Thus, TAO employs a sliding scale cost-share model for its program services. **No level of cost-share completely underwrites the expenses of programming but serves to fill in the gap between contributed (donated) revenue (about 80% of revenue) and earned revenue (about 20% of revenue).**

The following serves as cost-share determination guidance – Tidewater Arts Outreach will utilize this guidance to determine a partner's cost-share level both during initial intake and upon renewal of any subsequent MOUs. *This is not meant to be exhaustive or restrictive.* This guidance is meant to ensure equitable distribution of TAO's programming resources among its many deserving partners. **TAO staff will use this guidance and their best judgement to make a final cost-share determination for a partner, including evaluating for extraordinary or extenuating circumstances.**

As a mission-driven organization, TAO provides all services at a rate significantly discounted from actual program costs (including case management, artist training, and scheduling/logistic support). Partners are asked to respect this process and the mission with their transparency and honesty in the cost-share determination process.

Tier 2 Cost-Share: Partners may book unlimited program hours with TAO provided there are no organization-wide programming hour limitations (e.g. public health crisis, limitations on staff capacity to facilitate, etc.)

Tier 1 Cost-Share: The number of program hours per month and/or year are determined in the negotiation of the MOU and are subject to a variety of factors that will be communicated between TAO staff and Partner staff (e.g. available grant funding, Partner's programming budget, etc.). Additional program hours above the MOU allotment must be pre-approved by TAO staff but shall not exceed 4 program hours per month. Any

additional program hours within the same month, if approved, will be billed at the Tier 2 rate.

Partner Qualifications for Tier 1: At least 50% of participants/residents are low-to-moderate income individuals and activities/program budget does not exceed \$400/month. This must be detailed in the Tier 1 Letter of Support (required with any Tier 1 MOUs).

Sponsored (no Cost-Share): The number of program hours per month and/or year are determined in the negotiation of the MOU and are subject to a variety of factors that will be communicated between TAO staff and Partner staff (e.g. available grant funding, Partner’s programming budget, etc.). Allotment will not exceed 2 program hours per month but will typically be 1 (one) program hour per month. Additional program hours above the MOU allotment must be pre-approved by TAO staff. Any Partner already receiving the maximum 2 Sponsored program hours per month may request up to two more program hours within the same month at the Tier 1 rate. Any additional hours within the same month will be billed at the Tier 2 rate.

Partner Qualifications for Sponsored: At least 75% of participants are low-to-moderate income individuals and activities/program budget does not exceed \$200/month. This must be detailed in the Sponsored Letter of Support (required with any Sponsored MOUs).

Please use the chart below as a quick reference for determining your organization’s cost-share:

Partner’s Monthly Program Budget	LMI Participant Makeup	Cost-Share Tier (~% of program cost)	Partner Rate (Cost-Share)	TAO Share (~% of program cost)
Up to \$200/month	75%	Sponsored (0%)	\$0/program hour	100%
Up to \$400/month	50%	Tier 1 (~25%)	\$85/program hour	~75%
\$400+/month	N/A	Tier 2 (~50%)	\$160/program hour	~50%

All Partners must certify that no participant is ever charged a cover fee or admission ticket to participate in a TAO outreach program.

No direct charges to participants are permitted for TAO programming.

Responsiveness and Punctuality:

As a non-profit organization with significant dependence on fundraised revenue streams, timely survey participation and payments for cost-sharing partners is crucial to stable and equitable services to all partners in the TAO ecosystem. You are joining a community of organizations all serving older and isolated adults and your adherence to the following is imperative for our mutual success:

Timely Payments: All Partner invoices are generated either on signing of the MOU (for annual payments) or on the 1st of each month (for monthly payments). All invoices are Net/30 unless otherwise stated.

Invoices are sent by system generated email either on the 1st of the month or within 24-48 hours of the signing of the MOU. If you do not see your invoice in your email (and you have not instructed us to use a separate AP email), please check your junk/spam folder. If you still cannot find the invoice, please contact the Program Director immediately for assistance. ***It is your responsibility to make sure your email is receiving and/or not filtering TAO system generated invoices/emails.***

A reminder is sent mid-month for the current invoice and an outstanding invoice statement is automatically generated on the 5th of each month for all invoices aged 30 days or more.

Assuming no or insufficient communication initiated by the Partner, the following steps will be taken to rectify aging invoices:

- **60 days past due:** A 10% late charge (covering the expenses of payment collection attempts by our Program and Executive staff) will be assessed.
- **90 days past due:** Future programming for that Partner will be suspended until all past due invoices are paid in full.
- **120 days past due:** All outstanding invoices will be sent to collections and the partnership will be terminated.
- *Multiple instances of invoices aging past 60 days may result in termination of the partnership.*

TAO staff will communicate often and frequently prior to taking these steps, **but proactive and reciprocated communication from the Partner is crucial to avoid these measures entirely.**

Survey Responses: All Partner POCs are emailed a survey link 5 minutes after the conclusion of each program. Your participation in these surveys is crucial to our fundraising efforts. As previously stated, no Partner – regardless of Tier – covers or underwrites the entirety of program expenses with their cost-share. **Please fill out these surveys often (after each program is preferred and at least 50% of survey-to-**

program participation is required for Tier 1 or Sponsored Partners). These surveys are brief and efficiently formatted to respect your time and energy. Your participation is greatly appreciated.

It's All About Communication!

Above all, communication is most valued in TAO partnerships. Our team strives to communicate often and clearly with all Partners and other stakeholders. We promise to provide an ideal experience almost every time (and to immediately correct less than ideal experiences to your satisfaction). We ask for that same level of care and attention to this relationship from the Partner to effectuate the most positive experience for the sake of the most important people in this partnership – the adults experiencing our programming and the people who care for them most (i.e. you).