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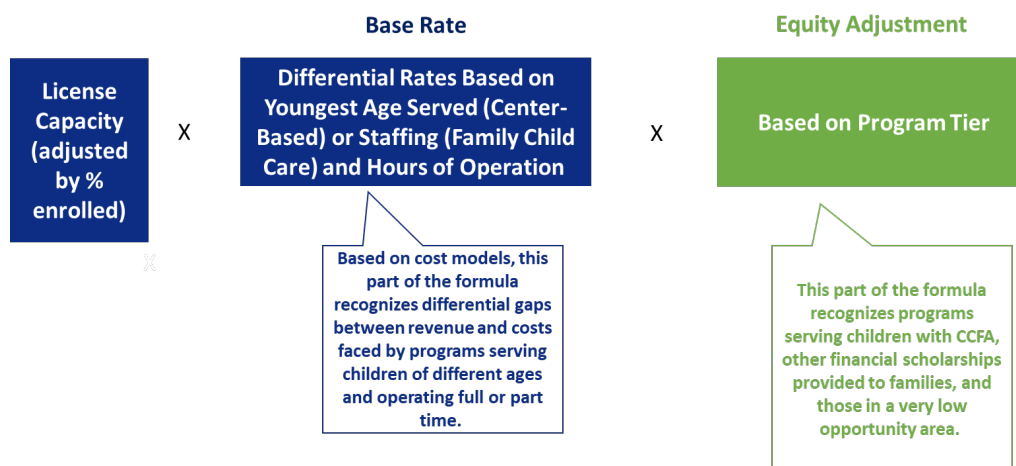
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## FY26 Formula & Updates

In November, 2025, EEC will continue to use the formula implemented in FY25 to calculate C3 funding amounts.

- What is the C3 Formula, and how is it used to distribute funds?**

The C3 Formula is a method for calculating the monthly funding that childcare programs receive. It consists of three main components: program's licensed capacity (set at 10 for all FCCs) adjusted for enrollment, the base rate which is based on ages served (for center-based programs) or staffing (for FCCs) and the equity adjustment which takes into account providers accepting vouchers or offering private scholarships, or those located in communities with limited resources. These components are multiplied together to determine the final amount a program is awarded each month (see graphic below).



- **What is the difference between the base rate and the equity adjustment?**

The base rate is determined by a program's operational hours (full-time or part-time) and the youngest age group that your program enrolls (for center-based) or your program's staffing (for FCCs). The equity adjustment is organized by a tiered structure and depends on the percentage of children receiving child care financial assistance (CCFA), other tuition scholarships offered, whether the program is a Head Start program, or the Child Opportunity Index (COI) designation of the program's community.

- **How is the base rate calculated for my program?**

For center-based programs, the base rate is determined by the youngest age group served and whether your program operates full-time (25 hours or more per week) or part-time (less than 25 hours per week). For FCCs, the base rate is determined by the presence of a full-time or part-time assistant and whether the program is part of full time. These base rates are then adjusted based on a program's licensed capacity or in some cases a program's enrollment (if enrollment is less than 75%).

- **How is licensed capacity defined for Center-Based Care (CBC) and Family Child Care (FCC)?**

For CBCs, the licensed capacity refers to the maximum number of children the program is licensed to care for at the time of their new application on or after November 1, 2025. For center-based programs that maintain an average annual enrollment of less than 75% of licensed capacity, this number will be adjusted to match their actual average enrollment. For FCCs, the licensed capacity is assumed to be 10 children for the formula, regardless of the actual licensed capacity. For FCC's serving fewer than 3 children on average for a year, this number is similarly adjusted down (see explanation below).

- **How is the enrollment adjustment calculated and how does it impact my base rate?**

- Enrollment is calculated as the average number of children you have reported enrolled in your program over the past 12 months.
- In some cases, a program's enrollment can adjust the licensed capacity number that is used to determine a program's base rate.
- For example, for center-based programs, if the average annual enrollment is 75% or higher of their current licensed capacity, the program's base rate will be calculated based on their entire licensed capacity. However, if a center-based program's average annual enrollment is under 75%, their base rate will be calculated based on their enrollment average as opposed to their full licensed capacity). For example, if a center with a licensed capacity of 300 has an average annual enrollment of 50%, then 150 will be used as the adjusted licensed capacity.
- For FCCs, if the program enrolls an average of at least 3 children over the last 12 months, the program will have their base rate calculated based on a licensed capacity of 10. However, if average enrollment is 2 or more but less than 3, the program will have their base rate calculated based on a licensed capacity of 7.5. If average enrollment is 1 or more but less than 2, the program will have their base rate calculated based on a

licensed capacity of 5. If average enrollment is less than 1 but greater than zero, the licensed capacity number used in the base rate calculation will be 2.5. For example, an FCC who has an average annual enrolment of 1 will receive 50% of their base rate and an FCC who has an average annual enrollment of 2 will receive 75% of their base rate.

- For all programs, if average annual enrollment is zero, the funding award will be zero.

- **How is a program's enrollment determined?**

A program's enrollment is calculated based on the average number of children reported enrolled over the past 12 months of C3 applications. For new applicants, the enrollment reported at the time of the first application will be used. The average enrollment helps set the enrollment adjustment, which influences the final funding calculation.

- **What are the specific base rates for Center-Based Care (CBC) programs?**

- Infants (full-time): \$100
- Infants (part-time): \$80
- Toddlers (full-time): \$80
- Toddlers (part-time): \$60
- Preschoolers (full-time): \$70
- Preschoolers (part-time): \$50
- School-age children: \$50
  - i. Note these rates are set for the full program, not just the age group identified (i.e. if you serve infants and are open full time, you will receive the \$100 per seat base rate for all slots, not just infant slots).

- **What are the specific base rates for Family Child Care (FCC) programs?**

- FCC's assume a base enrollment of 10.
  - i. Full-time assistant (full-time): \$80
  - ii. Full-time assistant (part-time): \$60
  - iii. Part-time assistant (full-time): \$60
  - iv. Part-time assistant (part-time): \$40
  - v. No assistant (full-time): \$50
  - vi. No assistant (part-time): \$30

- **What determines my equity adjustment multiplier and tier in the C3 Formula?**

- The equity adjustment is based on a set of program characteristics grouped into categories, with each category (or Tier) receiving different multipliers.
- Tier 1 receives a multiplier of 3. Programs that enroll 25% or more of *licensed capacity* with children receiving child care financial assistance (CCFA), are Head Start programs, or are located in very low opportunity areas (based on the Child Opportunity Index) are included in this tier.
- Tier 2 receives a multiplier of 2.5. Programs that enroll more than 0% but less than 25% of *licensed capacity* with children receiving CCFA or fill 25% or more of *licensed capacity*

with children with non-CCFA scholarships covering 50% of tuition are included in this tier.

- Tier 3 receives a multiplier of 1. Programs that do not meet Tier 1 or Tier 2 criteria, are included in this tier. Programs for which the ratio of the CEO compensation (or highest paid employee) to lowest paid educator compensation is 30:1 or higher are also included in this tier.

- **How is my program's tier calculated?**

The application will use the location of your program to determine whether you are in a very low opportunity area based on the Child Opportunity Index and will use subsidy billing data to identify the highest percentage of your capacity that has been enrolled with children receiving CCFA over the course of the last 12 months. We use information from the Head Start grant to identify Head Start programs. You will have an opportunity in the application to report on any tuition scholarships you provide (outside of CCFA) and that will be used to identify whether you qualify for tier 2 based on this characteristic.

- **What types of scholarships qualify my program for the tier 2 equity adjustment?**

In the C3 application, programs will have the opportunity to report on the types of scholarships (other than CCFA) they provide to families enrolled in their program. In addition, programs will be able to report the number of children utilizing these scholarships and paying less than 50 percent of their respective tuition rate. The determination is based solely on the percentage of your program's licensed capacity filled with children paying less than 50 percent of their tuition, regardless of the type of scholarship supporting this discount. These include scholarships financed directly by the program as well as scholarships accepted by the program but provided by other entities, such as towns, tribes or philanthropic organizations. The only children you should not report in this count are those receiving EEC's child care financial assistance.

- **What documentation do I need to support my scholarship reporting?**

Every program reporting children receiving a non-CCFA scholarship of greater than 50% of tuition must report how much a family pays for each child and provide documentation of these payments.

- **Does my funding award continue to change month to month if my licensed capacity changes?**

No, grant awards do not change month to month. Your funding amount will be set based on the information provided in your first application (in November 2025 for most programs). This payment amount will be provided for every month in which you recertify, through November 2026.

- **What happens if my program has low or zero enrollment?**

FCCs with zero enrollment may apply for funding for two consecutive months, but if the program continues to have zero enrollment for a third month, they will not be eligible for further grants until they increase their enrollment. Please note though, if your average annual enrollment (or average across enrollment for prior months for which you have applied) is zero, your grant award

will be set at zero. Given that funding awards are set for the year based on data reported in the first application, we recommend that new or reopening programs wait until children are enrolled to apply.

- **How does the CEO-to-educator compensation ratio impact my program's equity tier?**  
For center-based programs, if the ratio of the CEO or highest paid staff compensation (including all forms of compensation, such as stock options) to lowest paid educator is greater than or equal to 30:1, the program will be placed in Tier 3, regardless of whether it meets the criteria for Tiers 1 or 2.
- **What is the "umbrella cap" and how does it affect my program?**  
For organizations that are not organized as a not-for-profit in Massachusetts and that have more than 10 sites, a 1% cap on the total annual funding will be applied across all sites. This cap will be managed outside of the formula calculations and EEC will be in contact with your agency if this cap applies.
- **How can my program start to accept EEC child care financial assistance?**  
Programs interested in starting the process to accept EEC child care financial assistance should reach out to their local Child Care Resource and Referral Agency (CCR&R). You can find your [local CCR&R online](#).
- **What is considered a very low COI community for these changes, and where can I find out if my program is considered a very low COI community?**  
A "very low COI community" refers to areas with a very low Child Opportunity Index (COI), specifically those with a COI level of 20 or lower. The COI score is determined based on census tract data. You can find out if your program is in a very low COI community by referring to the maps [here](#), which uses state-normed COI 3.0-2021 data.
- **My program is a Head Start program, what does this mean for me?**  
All Head Start programs will be placed in tier 1 and receive an equity adjustment of 3.
- **What effect do private scholarships have on the formula?**  
Private scholarships can influence the equity adjustment portion of the C3 Formula, which affects the total funding a program receives. Specifically, if a program enrolls 25% or more children with non-CCFA scholarships that cover at least 50% of the tuition, the program qualifies for Tier 2 and receives an equity multiplier of 2.5 on the base rate.
- **How is a program's license capacity determined?**  
For the purposes of the formula, all FCC and small group CBC sites will be designated a licensed capacity of 10, regardless of their actual capacity. Programs do not have to serve 10 children at the time of application. Center-based program's license capacity will be auto-populated with the program's licensed capacity as documented in LEAD.

### C3 Eligibility

- **If a program closes temporarily during the 12 month grant period due to *inactive status*, will the program still be eligible for the grant during that month?**
  - Programs in *inactive status* are not able to apply or recertify their C3 grant while they are in inactive status. If a program is in inactive status for a full month, they are not eligible for grant funding during that month.
  - Programs that close temporarily during the 12 month grant period due to inactive status (including inactive status pending an investigation) will have their payment frozen as of the date that the program became inactive in LEAD. Providers closed due to an inactive status pending the outcome of an investigation may not recertify until the investigation has been closed and corrective action has been approved by EEC.
- **If a program closes temporarily during the 12-month grant period (e.g., vacation, illness/injury) will the program still be eligible for the grant during that month?**

Providers will not be penalized for temporary closures that occur during the grant period, provided they are open and serving children for at least part of that month.
- **If a program closes permanently, will the program need to return the grant funds?**

Any program that has closed permanently is not eligible to receive continued grant funding. Programs that permanently close are expected to notify EEC prior to their date of closure. EEC can then help the provider determine whether any funds need to be returned. Funds received prior to the date of closure may be used for approved expenses. Any funds received after the date of permanent closure will need to be returned to EEC.
- **If my program has not participated in C3 before but wants to apply for the first time after November, can I get funding?**
  - After each quarter EEC will assess the available funding and decide the number of new providers that can be supported. New providers are encouraged to wait until they have enrollment before they submit a recertification as the submitted enrollment for the first month will be used as the average.
- **Are there any new eligibility requirements?**
  - Starting November 1, 2025, to receive C3 funding, providers must either show they are willing to accept children with vouchers, or offer care services equivalent to what the family would receive through a voucher.
- **Can I still get C3 if I refuse to accept vouchers or provide equivalent services?**
  - No, providers will not be eligible to receive C3 if they are not willing to accept families with vouchers or provide child care services equivalent to what the family would receive with a voucher.
- **Do I have to do anything right now?**
  - No. Starting in November 2025, providers will be required to attest – through the application process – their willingness to accept vouchers or offer child care services equivalent to what the family would receive through a voucher.
- **How do I get started?**
  - If a family receiving CCFA selects your program, providers will need to either enter into a voucher agreement with a Child Care Resources & Referral Agency (CCR&R) or offer care equivalent to what the family would receive through a voucher.

- i. Providers who wish to begin the process will need to reach out to the CCR&R to start the agreement process.
- **I already have a voucher agreement, why am I getting this?**
  - EEC is required to notify everyone because the legislature mandated this change to C3 eligibility.
- **When will this requirement start?**
  - November 1, 2025

### **Allowable Expenditures**

- **What can programs use the C3 grant funds for?**
  - Center Based providers are expected to spend 50% of C3 funds for workforce investments. This does not apply to Family Child Care Providers.
    - i. Personnel costs (salaries), benefits, stipends, and other supports for recruitment and retention;
    - ii. Professional development and other investments to support staff in building educator qualifications;
  - **Center based providers can use remaining C3 funds for:**
    - i. Other investments to improve program quality such as supplies, curriculum, screening tools, etc.; and
    - ii. Rent or mortgage payments, utilities, facilities maintenance and improvements, or insurance.
- **Am I required to spend C3 funds in a certain way?**
  - For FY 26, center based providers are expected to use 50% of C3 Funds for workforce investments. This does not apply to Family Child Care Providers. Workforce investments include:
    - i. Personnel costs (salaries), benefits, stipends, and other supports for recruitment and retention;
    - ii. Professional development and other investments to support staff in building educator qualifications;
- **Are FCC's expected to spend 50% of C3 funds on workforce investments?**
  - No, this doesn't not apply to FCCs.
- **What happens if I don't spend 50% of funds on workforce investments?**
  - Center based providers are expected but not required to meet this benchmark in FY26. However, center based providers will be required to meet this benchmark in FY27.
- **What are considered workforce investments?**
  - Personnel costs (salaries) benefits, stipends, and other supports for recruitment and retention;
  - Professional development and other investments to support staff in building educator qualifications;

- **What documentation is required to support the monthly grant attestations a provider completes each month?**

- Within the grant attestation, a provider attests to using the funds for only items in the allowable expenditure categories. Supporting documentation should demonstrate that the purchase in question falls within at least one of the allowable use categories. If necessary, you may need to include an explanation of how the items or staff time in question fall within the allowable categories.
- Examples of documentation include receipts (electronic or paper), paid invoices, payroll records, and employee timecards.

- **What is the difference between a major renovation and minor building updates or maintenance?**

Major renovations are not allowable. This includes:

- Structural changes to the foundation, roof, floor exterior, or load-bearing walls of a facility;
- Extension of a facility to increase its floor area; and
- Extensive alteration of a facility such as to significantly change its function and purpose, even if such renovation does not include structural change.
- Minor building updates or maintenance to the facility and/or grounds that do not change the fundamental structure of the building or alter the function or purpose of the facility are allowable. Some examples include:
  - i. Repairs to HVAC systems;
  - ii. Snow removal or other weather-related services;
  - iii. Updates to playground areas;
  - iv. Installing new interior, carpeting, or flooring; and
  - v. Replacing outdated building fixtures and general repairs.

- **What are the requirements and restrictions for how the grant funds can be used for payroll?**

- Wages for child care personnel, pay increases, bonuses, stipends, and benefits are all allowable uses for the grant funds.
- Child care programs may not decrease an hourly employee's pay rate but are allowed to decrease the employee's hours in a given week. Child care programs may not furlough any employees while receiving the C3 grant funds.

- **Can the grant funds be used to pay the director/provider?**

The C3 grant funds may be used for wages and benefits for child care program personnel, including compensation for any staff supporting a child care center or family child care providers and their employees.



- **Can I use funds to pay for previous program expenses?**

Providers can use the funds to pay for program expenses within the fiscal year outlined in the allowable expenditures.

**What supplies can I use the funds for?**

Funds can be used to purchase supplies that support regular program operation and help promote the health and safety of staff and participants.

**Timeline**

- **Is there a deadline for spending this funding?**

At this time, there is not a spending deadline for programs receiving the C3 funding. However, the monthly design of grant funding is to ensure that programs have the stable cash flow for ongoing operational costs that adjusts to changing conditions (i.e., staffing changes).

- **When can programs start a recertification?**

Programs will be prompted (via email and in LEAD) to recertify the application on the first day of the month they are recertifying. The recertification process can be done at any time after the first of the month. For example, if an application was submitted such that the first month of the grant is September, they would need to recertify at the beginning of October.

- **When do programs need to recertify by?**

- Funding request deadlines occur 4 times a year. That means all requested funds within a particular quarter must be submitted by the last day of the quarter. For example, to receive funds for the months of January, February, and March, programs need to recertify for those months by the last day in March. Also, at the end of a quarter, providers who have two or more uncashed checks may have payments placed on hold.
- Please note: Programs must submit monthly recertification requests. Programs who wait to submit recertifications beyond a single quarter will not be able to submit those recertifications.

Quarter	Months in FY 26	Due Date for Fund Requests
1	July, August, September	September 31, 2025
2	October, November, December	December 31, 2025
3	January, February, March	March 31, 2026
4	April, May, June	June 31, 2026

- **Do programs need to spend all the grant funding each month?**

Recipients of the C3 grants are not required to spend funds within the same month they are received.

## Application Process

- **Is a budget required to apply?**  
No, a budget is not required as part of the application.
- **What happens after a program submits an application?**
  - After an application is submitted, a confirmation email will be sent to the email address listed in the program's LEAD account profile.
  - During the review process, if additional information is required or revisions are needed, the program will receive an email through LEAD asking for specific revisions.
  - Once an application is reviewed and approved, an email notification of the approval will be sent to the applicant. The date of the application approval will determine the date of the first payment based on the payment schedule. Refer to the disbursement schedule linked within the grant dashboard in the LEAD portal.
  - Regular email notifications will be sent when payments are released.
- **How will the program receive the funds?**  
The provider can indicate the preferred method in LEAD. There are two payment options:
  - Direct deposit or electronic funds transfer
  - Paper check by mail
- **If an organization has more than one Massachusetts location, am I eligible to receive more than one grant?**  
Yes. Every licensed child care program site is eligible for a grant. This includes multi-site programs. Umbrella organizations may submit individual applications for each individual site they manage, but they may not submit a single application that covers all managed sites. Eligibility and award amounts will be determined at the site level based on each site's licensed capacity and will consider the community's COI.
- **Will a W-9 be required as part of the application?**
  - Yes. The required W-9 information is included in the application, so providers do not need to download or upload a separate form. Check out this [video to learn how to complete a Form W 9](#).
  - *Programs should contact an accountant or tax professional to understand more about their particular tax situation and how this guidance applies to their specific business.*

## Fiscal Monitoring

- **Are the C3 grants taxable?**
  - The IRS has published information indicating that "receipt of a government grant by a business is generally not excluded from the business's gross income under the Federal Tax Code and therefore is taxable."
  - *Consult an accountant or tax professional to understand more about the program's particular tax situation and how this guidance applies.*

- **How should a program manage/account for having multiple streams of funding from EEC and other state agencies?**
  - Programs should spend all funding in accordance with the specific requirements of each grant program. When receiving multiple streams of funding from EEC and other agencies, it is recommended that child care programs:
  - Document the amount(s) of funds received from each source separately,
  - Review the terms of each grant program to clearly understand the allowable (and nonallowable) uses for each award, and
  - Segregate funds from each of the different grant funding sources. This could include physically separating checks or depositing the funds in different bank accounts.
- **How can a sole proprietor of an FCC account for and document payments to themselves?**

Self-employed FCC providers should keep separate accounts and records for business and personal finances. To show payments from the business to the person, documentation may include:

  - Checks payable from the business bank account to the sole proprietor/individual, and
  - Electronic statements that document funds transferred from the business bank account to the personal bank account.
  - Records of self-payments of grant funds from the business should be consistent with personal records for tax purposes.
- **Can a sole proprietor of an FCC use the grant funds to pay expenses that are associated with the program but are also inclusive of normal household bills?**

Allowable categories for the grant include rent, or mortgage payments, utilities, and insurance. Costs claimed toward the grant must align with your business expenses reported in your federal taxes.
- **What is fiscal monitoring as it relates to this grant program?**

Fiscal monitoring refers to the process EEC will follow to assess if grant award recipients are both using and documenting their use of grant funds correctly. The review might include, but is not limited to, requests for:

  - Documentation evidencing expenditures made with grant funds, and
  - Responses to questions about general provider information, provider accounting systems/processes, and the internal controls in place.
  - Programs will be notified by EEC if they have been chosen to participate in the fiscal monitoring process. **Providers who are chosen to participate and do not respond to inquiries will have a hold placed on all future distributions.**
- **During the fiscal monitoring review process, will other sources of funding be reviewed outside of the C3 Grant?**

The C3 Grant is the sole focus of these fiscal monitoring reviews. Other funds are not within the scope of this review.

- **Will EEC make an unscheduled visit to conduct fiscal monitoring activities? How will I know if I'm required to participate in the fiscal monitoring process?**

EEC will **not** make an unscheduled visit to conduct fiscal monitoring activities. EEC will notify programs in advance if a review at the program location will occur and whether the review will be conducted on-site or remotely.

- **How can I best prepare for an EEC fiscal monitoring review? What if I am not selected for a fiscal monitoring review?**

- To prepare for an EEC fiscal monitoring review, you should consider:
- Documenting all expenditures made with grant funds by using the recommended [Expenditure Tracker](#) or a similar tool, that includes at a minimum:
  - i. the date of each expenditure
  - ii. the amount (in dollars) of the expenditure
  - iii. the category of allowable uses under which the expenditure fall
  - iv. the type of supporting documentation for the expenditure
- Retaining documentation to support each expenditure (i.e. receipts, checks)
- Reviewing C3 training materials provided by EEC
  - i. The responsibilities for document retention are the same regardless of whether you are selected for review. If you are not selected for a review, you should still observe sound documentation practices and prepare as you may be selected for review or asked for supporting documentation by EEC in the future.

- **What are the consequences if a program is selected for fiscal monitoring, and the program is unable to produce all the documentation to support its grant expenditures?**

EEC will work with programs in determining what would be acceptable documentation to support the expending of grant funds. If EEC isn't able to identify acceptable documentation to justify grant expenditures, the appropriate corrective actions will be put in place.

- **What type of private information should *not* be submitted during the fiscal monitoring review process?**

Private information such as social security information, home addresses of employees, fingerprint records, driver's license numbers, medical information, credit card information, bank account numbers of employees, etc. are examples of personal information that should not be sent to EEC or its designee during the fiscal monitoring review.

- **How can a program find out the total it received in grant funds?**

Review the grant payments received using LEAD. If there are payments not reflected in LEAD or the program has other questions, contact the C3 **Help Desk at 1-833-600-2074** or [eecgrantsupport@mtxb2b.com](mailto:eecgrantsupport@mtxb2b.com).

- Below are the steps you will need to take to obtain a listing of your paid amounts.
  - i. Go to [https://eeclead.force.com/EEC\\_Login](https://eeclead.force.com/EEC_Login).
  - ii. Enter your LEAD username, enter your LEAD password, and click Login.

- iii. On the homepage, click on the grant Management tile to open the grants Management system and Dashboard.
  - iv. Click Log in on the desired Program to go to that Program's EEC ARPA grants page.
  - v. If there are multiple Programs registered, "Search Provider" to quickly locate the Provider.
  - vi. Now you are on the Dashboard page, scroll down to the Recertification Section.
  - vii. The Recertification section will contain the list of all applications including - Funding Month, Fund Distribution Status, Projected Amount, and Due Date.
- Carefully tracking payments is an important and helpful way to help minimize compliance risks. For example, when each payment is received:
  - i. If the payment is a physical check, retain a copy of the bank receipts of the deposit/cashing of the check.
  - ii. If the payment occurs via direct deposit, record the amount and date of the received payment, as well as the destination account for the funds received.
- **What is the Expenditure Tracker tool and how can it be used?**  
The [Expenditure Tracker](#) is a template to help track the purchases/payments made using grant award funding. It is a tool to assist child care providers in tracking expenditures made with C3 grant funds. This tracker should not reflect expenditures made with funds other than the C3 Grant funds.
- **Who needs to fill out the Umbrella form?**  
All center-based programs must fill out the Umbrella form.
- **What is the purpose of the Umbrella form?**  
The Umbrella form collects information to determine whether an organization qualifies as a nonprofit under Massachusetts General Law c. 180 and Section 501(c)(3) of the Internal Revenue Code. It also gathers compensation data to ensure compliance with state reporting requirements and C3 funding eligibility.
- **How should we answer the question about nonprofit status?**  
If your organization is a nonprofit corporation formed under M.G.L. c. 180 and exempt from federal income tax under Section 501(c)(3), select "Yes." If your organization is a for-profit entity, even if it partners with or receives funding from a nonprofit, select "No."
- **How do we determine the "highest paid employee"?**  
Please report the total compensation of your organization's highest paid employee from the most recent fiscal year. If you are a site that is managed by or has a financial relationship with an umbrella organization, including a multi-state organization, please report the compensation of the highest paid individual at the central or umbrella organization level. Total compensation consists of all wage, bonus, and incentive compensation (including stock awards)

- **What happens if we report incorrectly?**

Accurate reporting ensures compliance with state funding rules and transparency requirements. Incorrect reporting especially underreporting or excluding ownership compensation could affect your organization's eligibility to participate in C3.

- **Do we need to upload documentation?**

At this stage, the Umbrella form typically requires self-reported information only. However, documentation (e.g., IRS Form 990 or payroll summaries) may be requested later for verification or audit purposes.

## **Getting Help**

- **Who do I contact for help?**

For questions or to get assistance, please contact EEC's C3 Grant Help Desk:

- Call 1-833-600-2074
- Email [eecgrantsupport@mtxb2b.com](mailto:eecgrantsupport@mtxb2b.com)