SC CARES Grant Management Program
Office Hours and Call Center Information

Post Launch Office Hours:
We will host dedicated office hours after launch, with experts on the Process, Regulations/Eligible expenses, and the Platform to answer any questions, concerns or otherwise provide information and support.

Please note that each office hours will be focused on a different subrecipient audience, so that we can support all subrecipient agencies appropriately. The details of these office hours are provided below, and the invites will be sent to the designated points of contact for each subrecipient.

Office Hours #1
- Audience: **State Agencies**
- Date/Time: Tue. 7/21/20 @ 3-4 p.m. EST
- Location: Virtual

Office Hours #2
- Audience: **Higher Education Institutions**
- Date/Time: Wed. 7/22/20 @ 2-3 p.m. EST
- Location: Virtual

Office Hours #3
- Audience: **Counties and Special Purpose Districts**
- Date/Time: Wed. 7/22/20 @ 3-4 p.m. EST
- Location: Virtual

Office Hours #4
- Audience: **Municipalities**
- Date/Time: Thu. 7/22/20 @ 11 a.m.-noon EST
- Location: Virtual

Office Hours #5
- Audience: **Hospital Systems**
- Date/Time: Thu. 7/22/20 @ 2-3 p.m. EST
- Location: Virtual

Post Launch Call Center:
Starting July 20, the program will establish a dedicated Call Center that will provide support for users throughout this process. This Call Center will be available until December to answer your questions on any areas regarding the process, eligibility or the Platform.

- Call Center Number: (803) 670-5170
- Hours: Monday to Friday, 8:30 a.m.-5 p.m.

Should you have any questions, please feel free to contact us at sccares@admin.sc.gov.