

U.S. Department of Justice  
Office of Justice Programs  
Office for Victims of Crime



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## OVC FY 2023 Building Capacity of National Crisis Hotlines

**Assistance Listing Number #** 16.582

**Grants.gov Opportunity Number:** O-OVC-2023-171636

**Solicitation Release Date:** March 01, 2023 9:10 AM ET

**Step 1: Application Grants.gov Deadline:** April 24, 2023 11:59 PM ET

**Step 2: Application JustGrants Deadline:** May 01, 2023 8:59 PM ET

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### Overview

The [U.S. Department of Justice](#) (DOJ), [Office of Justice Programs](#) (OJP), [Office for Victims of Crime](#) (OVC) seeks applications for funding to enhance or expand the capacity of national hotlines that are essential for providing crisis intervention services, safety planning, information, referrals, and resources for victims of crime in all 50 states, the District of Columbia, the Commonwealth of Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands. This program furthers the DOJ's mission by supporting organizations to improve responses, services, and access for victims of crime.

This solicitation incorporates guidance provided in the [OJP Grant Application Resource Guide](#) which provides additional information for applicants to prepare and submit applications to OJP for funding. **If this solicitation expressly modifies any provision in the OJP Grant Application Resource Guide, the applicant is to follow the guidelines in this solicitation as to that provision.**

### Solicitation Categories

This solicitation does not include Solicitation Categories.

### Eligible Applicants:

City or township governments, County governments, Native American tribal governments (Federally recognized), Native American tribal organizations (other than Federally

recognized tribal governments), Nonprofits having a 501(c)(3) status with the IRS, other than institutions of higher education, Nonprofits that do not have a 501(c)(3) status with the IRS, other than institutions of higher education, Private institutions of higher education, Public and State controlled institutions of higher education, State governments

An applicant entity may submit more than one application, if each application proposes a different project in response to the solicitation. Also, an entity may be proposed as a subrecipient (subgrantee) in more than one application.

OVC will consider applications under which two or more entities would carry out the federal award; however, only one entity may be the applicant. Any others must be proposed as subrecipients (subgrantees). For additional information on subawards, see the [OJP Grant Application Resource Guide](#).

OVC may elect to fund applications submitted under this FY 2023 solicitation in future fiscal years, dependent on, among other considerations, the merit of the applications and the availability of appropriations.

## Contact Information

For assistance with the requirements of this solicitation, contact the OJP Response Center at 800-851-3420, 301-240-6310 (TTY for hearing-impaired callers only), or [grants@ncjrs.gov](mailto:grants@ncjrs.gov). The OJP Response Center operates from 10:00 a.m. to 6:00 p.m. eastern time (ET) Monday–Friday, and 10:00 a.m. to 8:00 p.m. ET on the solicitation close date.

## Pre-application Information Session

OVC will hold one solicitation webinar. This call will provide a detailed overview of the solicitation and allow an opportunity for interested applicants to ask questions. When the webinar has been scheduled, the details and registration information will be available at <https://ovc.ojp.gov/funding/funding-webinars>. Preregistration is required for all participants. Register by clicking on this link <https://ovc.ojp.gov/funding/funding-webinars> and following the instructions. To use the time most efficiently, OVC encourages participants to review the solicitation and submit any questions they may have in advance and no later than 2 days prior to the webinar. Submit your questions to [askovc@ncjrs.gov](mailto:askovc@ncjrs.gov) with the subject as “Questions for OVC FY 2023 Building Capacity of National Crisis Hotlines Webinar.”

## Submission Information

**Registration:** Before submitting an application, all applicants must register with the System for Award Management (SAM). You must renew and validate your registration every 12 months. If you do not renew your SAM registration, it will expire. An expired

registration can delay or prevent application submission in Grants.gov and JustGrants. Registration and renewal can take up to 10 business days to complete.

Submission: Applications must be submitted to DOJ electronically through a two-step process via Grants.gov and JustGrants.

**Step 1:** The applicant must submit by the Grants.gov deadline the required **Application for Federal Assistance standard form (SF-424)** and a **Disclosure of Lobbying Activities (SF-LLL)** form when they register in Grants.gov at <https://www.grants.gov/web/grants/register.html>. **Submit the SF-424 and SF-LLL as early as possible, but no later than 48 hours before the Grants.gov deadline.** If an applicant fails to submit in Grants.gov, they will be unable to apply in JustGrants.

For technical assistance with submitting the SF-424 and a SF-LLL in Grants.gov, contact the Grants.gov Customer Support Hotline at 800-518-4726, 606-545-5035, Grants.gov Customer Support, or [support@grants.gov](mailto:support@grants.gov). The Grants.gov Support Hotline operates 24 hours a day, 7 days a week, except on federal holidays.

**Step 2:** The applicant must submit the **full application**, including attachments, in JustGrants at [JustGrants.usdoj.gov](https://www.justgrants.usdoj.gov) by the JustGrants application deadline.

For technical assistance with submitting the **full application** in JustGrants, contact the JustGrants Service Desk at 833-872-5175 or [JustGrants.Support@usdoj.gov](mailto:JustGrants.Support@usdoj.gov). The JustGrants Service Desk operates 7 a.m. to 9 p.m. ET Monday–Friday and 9 a.m. to 5 p.m. ET on Saturday, Sunday, and Federal holidays.

OJP encourages applicants to review the “[How To Apply](#)” section in the [OJP Grant Application Resource Guide](#) and the [JustGrants website](#) for more information, resources, and training. Applicants should maintain all receipts and confirmations received from SAM.gov, Grants.gov, JustGrants systems.

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## Program Description

### **Overview**

OJP is committed to advancing work that promotes civil rights and racial equity, increases access to justice, supports crime victims and individuals impacted by the justice system, strengthens community safety and protects the public from crime and evolving threats, and builds trust between law enforcement and the community.

With this solicitation, OVC seeks to support the enhancement or expansion of national hotlines that are essential for providing crisis intervention services, safety planning, information, referrals, and resources for victims of crime. It also supports participation in the National Hotline Consortium, a group of leading national victim service and crisis intervention hotlines that share technology service delivery and promising practices to provide high-quality support for victims and survivors.

### **Statutory Authority**

34 U.S.C. 20103(c)(1)(A)

### **Specific Information**

For many crime survivors, hotlines are a critical resource for immediate and confidential support, especially in rural and remote areas where access to services is limited. Calling, texting, or using other means to access a hotline may be the first step for survivors who need emotional support, safety planning assistance, and referrals to other resources.

National hotlines require an effective and efficient infrastructure to successfully integrate and upgrade technology systems for maintaining and enhancing ongoing operations. Funding to build or improve national hotline infrastructure and capacity will increase access to critical services, allow more continuous and stable hotline support without interruption, sustain uninterrupted access to services and resources, and ensure that helpline services are available in multiple languages and through multiple platforms — whether by phone, live chat, text messaging, or email.

Crisis hotline services should be provided by highly trained staff and volunteers that empower victims and survivors while assessing their needs and identifying appropriate referrals. Those answering hotline calls must be able to (1) identify appropriate reporting agencies and provide information to callers to assist them in reporting or connect callers directly (as a warm handoff) with appropriate providers; (2) provide information, resources, and referrals to other applicable services, such as shelter, housing, counseling, culturally specific and linguistically appropriate programs, legal services; and (3) provide contact information to national or local resources, to address the specific needs of the caller.

### **For Programs Serving Children and Youth**

When providing hotline services for child, youth, or teen victims of crime, services must be tailored to ensure that they are developmentally appropriate, culturally responsive, linguistically appropriate, victim-centered, and trauma-informed. Programs are expected to engage in practices that remove barriers to receiving services and that support survivor autonomy. For youth-serving programs with justifiable mandatory requirements, a [shared decision-making model](#) should be used to provide minors with agency in participating in decisions related to their care. OVC encourages the use of evidence-based and evidence-informed practices when working with all victims of crime.

## **Goals, Objectives, and Deliverables**

### **Goals**

The goal of this program is to enhance or expand the capacity and infrastructure of national hotline providers to provide crisis intervention support using trauma-informed, culturally and linguistically appropriate, survivor-centered approaches that protect the safety and confidentiality of victims and survivors.

### **Objectives**

An applicant should address all the objectives listed below in the Goals, Objectives, Deliverables and Timeline web-based form.

1. Provide high-quality, trauma-informed services to crime victims and survivors by expanding hotline staffing to improve the ability to provide services and reduce wait times.
2. Enhance training for hotline personnel on how to respond to complex crisis situations (e.g., suicide prevention, homicide, human trafficking, child abuse, mass violence) and provide support to minimize their risk and the effects of [vicarious trauma](#) and burnout.
3. Engage in public awareness campaigns and outreach efforts to increase visibility and awareness of national hotline services, to include trainings or webinars targeted at service providers and community and criminal justice stakeholders.
4. Improve access of services and resources by developing culturally and linguistically appropriate materials and resources (and partnering with organizations whose purpose is to create such materials), or improving website accessibility.
5. Increase focus on quality assurance and quality improvement by implementing a data-driven improvement process — whether in-house or through a contracted provider — that enhances service provision, technology processes, reporting, and data analysis capacity.
6. Collaborate with the National Hotline Consortium to share technology service



delivery and promising practices, improve operations, and support accessible, quality victim services and crisis response.

7. Work with the National Hotline Consortium to identify the specific needs of victims of cyber- or technology-facilitated crime (gender-based and other harassment and abuse, elder fraud, etc.) and what services are most effective to support resilience and healing.

## **Deliverables**

The deliverables of this program are:

- Development or enhancement of a training curriculum for hotline personnel to enhance knowledge and service delivery (Year 1).
- Development or enhancement of an automated system for tracking calls and analyzing trends to enhance reporting and data analysis capacity (Years 1–2).
- Development of a quality assurance and improvement plan (Years 1–2).
- Development of a public outreach/marketing plan to increase visibility and awareness of hotline services (Years 1–2).
- Development and delivery of a series of listening sessions — in coordination with OVC, the National Hotline Consortium, or other OVC-funded national hotline awardees — to better understand victim service needs that are most urgent for survivors of cyber- or technology-facilitated crimes (e.g., nonconsensual distribution of intimate images, targeted online harassment and abuse, cyberstalking, elder fraud, racially-motivated doxing, and other online violence) that results in a public-facing report with results and recommendations for how the national hotlines might better respond to these needs (throughout the performance period).
- Development of a public-facing annual report that highlights data collected (e.g., services provided, challenges, trends, gaps in services, and National Hotline Consortium efforts).
- Signed Memorandum of Understanding with the National Hotline Consortium (Year 1).

The goals, objectives, and deliverables are directly related to the performance measures that show the completed work's results, as discussed in the "Application and Submission Information" section.

## **Evidence-Based Programs or Practices**

OJP strongly encourages the use of data and evidence in policymaking and program development for criminal justice, juvenile justice, and crime victim services. For additional information and resources on evidence-based programs or practices, see the [OJP Grant Application Resource Guide](#).

## **Information Regarding Potential Evaluation of Programs and Activities**

OJP may conduct or support an evaluation of the projects and activities funded under this solicitation. For additional information and applicable documentation to be included in

the application, see the [OJP Grant Application Resource Guide](#) section entitled “Information Regarding Potential Evaluation of Programs and Activities.”

## Priority Areas

The Department of Justice is committed to advancing work that promotes civil rights and racial equity, increases access to justice, supports crime victims and individuals impacted by the justice system, strengthens community safety and protects the public from crime and evolving threats, and builds trust between law enforcement and the community.

### 1. Priority Considerations Supporting Executive Order 13985, *Advancing Racial Equity and Support for Underserved Communities Through the Federal Government*

In support of this [Executive Order](#), OJP will provide priority consideration when making award decisions to the following:

A. Applications that propose project(s) that are designed to promote racial equity and the removal of barriers to access and opportunity for communities that have been historically underserved, marginalized, and adversely affected by inequality.

To receive this consideration, the applicant must describe how the proposed project(s) will address potential racial inequities and contribute to greater access to services and opportunities for communities that have been historically underserved, marginalized, and adversely affected by inequality, and identify how the project design and implementation will specifically incorporate the input or participation of those communities and populations disproportionately impacted by crime, violence, and the criminal justice system overall. Examples addressing this requirement include, but are not limited to, the following: budgeted project planning and/or implementation meetings with community stakeholders representing historically underserved and marginalized communities; outreach and/or public awareness campaigns specifically tailored to historically underserved and marginalized communities to encourage participation in the proposed project(s); budgeted incorporation of members representing historically underserved and marginalized communities in program evaluation, surveys, or other means of project feedback; and partnership with organizations that primarily serve communities that have been historically underserved, marginalized, and adversely affected by inequality.

B. Applicants that demonstrate that their capabilities and competencies for implementing their proposed project(s) are enhanced because they (or at least one proposed subrecipient that will receive **at least 40%** of the requested award funding, as demonstrated in the Budget Web-Based Form) identify as a *culturally specific organization*.

To receive this additional priority consideration, applicants must describe how being a culturally specific organization (or funding the culturally specific subrecipient organization

(s)) will enhance their ability to implement the proposed project(s) and should also specify which populations are intended or expected to be served or to have their needs addressed under the proposed project(s).

Culturally specific organizations are defined for the purposes of this solicitation as private nonprofit or tribal organizations whose primary purpose as a whole is to provide culturally specific services to racial and ethnic groups, including, among others, Black people, Hispanic and Latino people, Native American and other Indigenous peoples of North America (including Alaska Native, Eskimo, and Aleut), Asian Americans, Native Hawaiians, and/or Pacific Islanders.

Note: Addressing these priority areas is one of many factors that OJP considers in making funding decisions. Receiving priority consideration for one or more priority areas does not guarantee an award.

## Federal Award Information

### Solicitation Categories

This solicitation does not include Solicitation Categories.

### Awards, Amounts and Durations

#### Anticipated Number of Awards

2

#### Anticipated Maximum Dollar Amount of Awards

\$2,000,000

#### Period of Performance Start Date

10/1/23

#### Period of Performance Duration (Months)

36

#### Anticipated Total Amount to be

#### Awarded Under Solicitation

\$4,000,000

### Continuation Funding Intent

OVC may, in certain cases, provide additional funding in future years to awards made under this solicitation through continuation awards. OJP will consider, among other factors, OJP's strategic priorities, a recipient's overall management of the award, and the award-funded work's progress, when making continuation award decisions.

### Availability of Funds

This solicitation, and awards under this solicitation, are subject to the availability of appropriated funds and to any modifications or additional requirements that may be imposed by the agency or by law. In addition, nothing in this solicitation is intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by any party against the United States, its departments, agencies, or entities, its officers, employees, or agents, or any other person.

### **Type of Award**

OVC expects to make awards under this solicitation as cooperative agreements, which provide for OJP to have substantial involvement in carrying out award activities. See the “Administrative, National Policy, and Other Legal Requirements” section of the [OJP Grant Application Resource Guide](#) for additional information.

### **Financial Management and System of Internal Controls**

Award recipients and subrecipients (including recipients or subrecipients that are pass-through entities) must, as described in the Part 200 Uniform Requirements as set out at 2 C.F.R. 200.303, comply with standards for financial and program management. See the [OJP Grant Application Resource Guide](#) for additional information.

### **Cost Sharing or Matching Requirement**

This solicitation does not require a match.

### **Pre-agreement Costs (also known as Pre-award Costs)**

See the [OJP Grant Application Resource Guide](#) for information on pre-agreement costs (also known as pre-award costs).

### **Limitation on Use of Award Funds for Employee Compensation: Waiver**

See the [OJP Grant Application Resource Guide](#) for information on the Limitation on Use of Award Funds for Employee Compensation; Waiver.

### **Prior Approval, Planning, and Reporting of Conference/Meeting/Training Costs**

See the [OJP Grant Application Resource Guide](#) for information on Prior Approval, Planning, and Reporting of Conference/Meeting/Training Costs.

### **Costs Associated with Language Assistance (if applicable)**

See the [OJP Grant Application Resource Guide](#) for information on Costs Associated with Language Assistance.

### **Eligibility Information**

For eligibility information, see the solicitation cover page.

For the purposes of this solicitation, “state” means any state of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands.

**Notice regarding law enforcement agencies:** State, local, and university or college law enforcement agencies must be certified by an approved independent credentialing body or have started the certification process to be eligible for FY 2023 DOJ discretionary grant funding. To become certified, the law enforcement agency must meet two mandatory conditions: (1) the agency’s use-of-force policies adhere to all applicable federal, state, and local laws, and (2) the agency’s use-of-force policies prohibit chokeholds except in situations where use of deadly force is allowed by law. The certification requirement also applies to law enforcement agencies receiving DOJ discretionary grant funding through a subaward. For detailed information on this certification requirement, please visit <https://cops.usdoj.gov/SafePolicingEO> to access the Standards for Certification on Safe Policing for Safe Communities, the Implementation Fact Sheet, and the List of Designated Independent Credentialing Bodies.

All recipients and subrecipients (including any for-profit organization) must forgo any profit or management fee.

## Application and Submission Information

### Content of Application Submission

The following application elements **must** be included in the application to meet the basic minimum requirements to advance to peer review and receive consideration for funding:

- Proposal Abstract
- Proposal Narrative
- Budget Web-Based Form (The web-based form includes the budget details and the budget narrative.)

If OJP determines that an application does not include these elements, it will neither proceed to peer review, nor receive further consideration.

### Information to Complete the Application for Federal Assistance (SF-424) in Grants.gov

The SF-424 must be submitted in Grants.gov. It is a required standard form used as a cover sheet for submission of pre-applications, applications, and related information. See the [OJP Grant Application Resource Guide](#) for additional information on completing the SF-424.

In Section 8F of the SF-424, please include the name and contact information of the individual **who will complete the application in JustGrants**. JustGrants will use this information (*email address*) to assign the application to this user in JustGrants.

**Intergovernmental Review:** This solicitation (“funding opportunity”) **is not** subject to [Executive Order \(E.O.\) 12372](#). In completing the SF-424, an applicant is to answer question 19 by selecting “Program is not covered by E.O. 12372.”

### **Standard Applicant Information (JustGrants 424 and General Agency Information)**

The “Standard Applicant Information” section of the JustGrants application is pre-populated with the SF-424 data submitted in Grants.gov. The applicant will need to review the Standard Applicant Information in JustGrants and make edits as needed. Within this section, the applicant will need to add ZIP codes for areas affected by the project; confirm their Authorized Representative; and verify and confirm the organization’s unique entity identifier, legal name, and address.

### **Proposal Abstract**

A Proposal Abstract (no more than 400 words) summarizing the proposed project — including its purpose, primary activities, expected outcomes, the service area, intended beneficiaries, and subrecipients (if known) — must be completed in the JustGrants web-based form. This abstract should be in paragraph form without bullets or tables, written in the third person, and exclude personally identifiable information. Abstracts will be made publicly available on the OJP and USASpending.gov websites if the project is awarded. See the [OJP Grant Application Resource Guide](#) for an example of a proposal abstract. If priority consideration is being requested, please indicate the priority area(s) 1A and/or 1B selected.

### **Proposal Narrative**

The Proposal Narrative should be submitted as an attachment in JustGrants. The attached document should be double-spaced, using a standard 12-point font; have no less than 1-inch margins; and should not exceed 25 numbered pages. If the Proposal Narrative fails to comply with these length restrictions, OVC may consider such noncompliance in peer review and in final award decision. Tables, charts, and graphs included in the Proposal Narrative can be created in a legible font smaller than 12-point and will count toward the page limit.

The Proposal Narrative must include the following sections:

a. Description of the Issue

- Describe why this project and proposed activities are necessary or address a need or gap in services. Include data as supporting information.
- Describe how the project will support and provide value to the victims’ field. An

applicant should use data to provide evidence that the need for the effort exists and demonstrate the scope and size of the need. The applicant should also make a convincing case that the project addresses a gap in existing resources and does not duplicate an existing program.

#### b. Project Design and Implementation

- Describe the strategy to address the needs identified in the Description of the Issue.
  - Address all the objectives listed in the Goals, Objectives, Deliverables section of the solicitation.
  - List the activities and describe how they relate to the objectives stated in the solicitation. Activities are the specific actions to be undertaken to fulfill the program's objectives and reach the program's goals.
  - Provide a detailed description of the methods to be used to carry out each activity.
  - Provide a timeline indicating when the activities or program milestones are expected to be completed.
- Identify any potential challenges to the project's success and describe how the applicant will address those challenges.
- Describe how the safety and confidentiality of victims will be protected.
- Describe any sustainability measures the applicant will take to continue its efforts beyond the funding period.

If the applicant is seeking priority consideration for Priority 1(A), it should address in this section how the proposed project(s) will promote racial equity and the removal of barriers to access and opportunity for communities that have been historically underserved, marginalized, and adversely affected by inequality, and identify how the project design and implementation will specifically incorporate the input or participation of these communities.

#### c. Capabilities and Competencies

- Describe the capabilities and competencies required to accomplish the goals and objectives of the project.
- Include a list of personnel responsible for managing and implementing the major stages of the project and their unique qualifications that will enable them to meet the goals and objectives of the project. If additional staff will be hired to complete the project, the applicant should identify the selection criteria. The project director must have the expertise and experience to perform crucial leadership functions, and sufficient time to devote to the project to provide the needed guidance and supervision.

If the applicant is seeking priority consideration under Priority 1(B), it should describe within this section how being a culturally specific organization (or funding

a culturally specific subrecipient organization at a minimum of 40% of the project budget) will enhance its ability to implement the proposed project(s), should also specify which populations are intended or expected to be served or have their needs addressed under the proposed project(s), and should include the website address (if applicable) and formal or informal mission statement or principles of the culturally specific organization.

d. Plan for Collecting the Data Required for this Solicitation's Performance Measures

- Describe the process for measuring project performance.
- Identify who will collect the data and who is responsible for reporting performance measurements.
- Describe how the information will be used to guide and evaluate the project's impact.
- Describe the process for accurately reporting data.

Note: An applicant is **not** required to submit performance data with the application. Rather, performance measure information is included as a notification that award recipients will be required to submit performance data as part of each award's reporting requirements. Some measures are presented as examples, while others are the exact measures that every recipient will be expected to address.

OJP will require each award recipient to submit regular performance data that show the completed work's results. The performance data directly relate to the goals, objectives, and deliverables identified in the "Goals, Objectives, and Deliverables" discussion. Applicants can visit OJP's performance measurement page at [www.ojp.gov/performance](http://www.ojp.gov/performance) for an overview of performance measurement activities at OJP.

A list of performance measure questions for this program can be found at <https://www.ovc.gov/grants/pdfxt/TVS-questionnaire.pdf>.

OVC will require award recipients to submit performance measure data in OVC's online Performance Measurement Tool (PMT), and separately submit a semi-annual performance report in JustGrants. A list of resources and trainings can be found at <https://ovc.ojp.gov/funding/performance-measures/transforming-victim-services>.

Award recipients under this solicitation will be required to complete the following sections, including any relevant shared measures.

I. Training

II. Technical Assistance



- III. Tech Development
- IV. Data Gathering
- V. Collaborative Partnerships
- VI. Strategic Planning
- VII. Victim Services

OVC will provide further guidance on the post-award submission process, if the applicant is selected for award.

### **Note on Project Evaluations**

An applicant that proposes to use award funds through this solicitation to conduct project evaluations must follow the guidance in the “Note on Project Evaluations” section in the [OJP Grant Application Resource Guide](#).

### **Goal, Objective and Deliverables**

The applicant will submit the project's goals, objectives, deliverables and timeline in the JustGrants web-based form. The applicant will also enter the projected fiscal year and quarter that each objective and deliverable will be completed. Please refer to the [Application Submission Job Aid](#) for step-by-step directions.

**Goals.** The applicant should describe the project’s intent to change, reduce, or eliminate the problem noted in the previous section and outline the project’s goals.

**Program Objectives.** The applicant should explain how the program will accomplish its goals. Objectives are specific, quantifiable statements of the project’s desired results. They should be measurable and clearly linked to the goal.

**Deliverables.** Project deliverables refer to outputs—tangible or intangible—that are submitted within the scope of a project.

### **Budget and Associated Documentation**

The applicant should submit the following budget and associated documentation.

#### **Budget Worksheet and Budget Narrative (Web-based Form)**

The applicant will complete the JustGrants web-based budget form. For additional information, see the [OJP Grant Application Resource Guide](#) and the [Complete the Application in JustGrants – Budget](#) training.

If the applicant is seeking priority consideration under Priority 1(A) and has proposed activities (such as community or stakeholder meetings, community outreach or public awareness campaigns, community participation in project design, implementation, or evaluation, etc.) to incorporate the input and participation of communities that have been historically underserved, marginalized, and adversely affected by inequality, financial support for the identified activities and participation must be reflected in the web-based budget form.

If the applicant is seeking priority consideration under Priority 1(B) based on the identification of at least one proposed subrecipient as a culturally specific organization, the proposed funding for the subrecipient in the web-based budget form **must reflect a minimum of 40% of award funding**. The budget narrative must also describe how the activities that will be funded with the (minimum) 40% of award funding provided to the subrecipient **specifically relate to the priority consideration requested** and described in the Capabilities and Competencies section of the application.

### **Pre-agreement Costs (also known as Pre-award Costs)**

See the section on Costs Requiring Prior Approval in the [DOJ Grants Financial Guide Post Award Requirements](#) for more information.

### **Indirect Cost Rate Agreement (if applicable)**

If applicable, the applicant will upload their indirect cost rate agreement as an attachment in JustGrants. See the [OJP Grant Application Resource Guide](#) for more information on indirect costs.

### **Consultant Rate**

See the [DOJ Grants Financial Guide](#) for information on the consultant rates which require prior approval from OJP.

### **Limitation on Employee Compensation; Waiver**

See the [OJP Grant Application Resource Guide](#) for information on the Limitation on Use of Award Funds for Employee Compensation for Awards over \$250,000; Waiver.

### **Financial Management and System of Internal Controls Questionnaire (including applicant disclosure of high-risk status)**

The applicant will download the questionnaire, complete it, and upload it as an attachment in JustGrants. See the [OJP Grant Application Resource Guide](#) for the link to the questionnaire and additional information.

### **Disclosure of Process Related to Executive Compensation**

This solicitation expressly modifies the OJP Grant Application Resource Guide by not incorporating its “Disclosure of Process Related to Executive Compensation” provisions. Applicants to this solicitation are not required to provide this disclosure.

### **Memoranda of Understanding (MOUs) and Other Supportive Documents**

Applicants should include for each named partner, a signed Memorandum of Understanding (MOU), Letter of Intent, or subcontract that confirms the partner’s agreement to support the project through commitments of staff time, space, services, or other project needs. For applications submitted from two or more entities, applicants are encouraged to develop and submit signed MOUs or signed Letters of Intent that provide a detailed description of how the agencies will work together to meet project requirements.

Each MOU or Letter of Intent should include the following: (1) names of the organizations involved in the agreement; (2) scope of the direct service(s) and other work to be performed under the agreement; (3) duration of the agreement. Subcontracts, MOUs, or Letters of Intent should be submitted as one separate attachment to the application.

### **Additional Application Components**

The applicant will attach the additional requested documentation in JustGrants.

#### **Curriculum Vitae or Resumes**

Provide resumes of key personnel.

#### **Tribal Authorizing Resolution**

An application in response to this solicitation may require inclusion of tribal authorizing documentation as an attachment. If applicable, the applicant will upload the tribal authorizing documentation as an attachment in JustGrants. See the [OJP Grant Application Resource Guide](#) for information on tribal authorizing resolutions.

#### **Letters of Support**

Applicants should include, for each named partner entity, a signed Letter of Support that confirms the partner’s agreement to support the project through commitments of staff time, space, services, or other project needs. Applications submitted from two or more entities are encouraged to submit signed Letters of Support that provide a detailed description of how the agencies will work together to meet project requirements.

Each Letter of Support should include the following: (1) names of the organizations involved in the agreement; (2) scope of the direct services and other work to be performed under the agreement; (3) duration of the agreement. Letters of Support should be signed and then submitted as one separate attachment to the application.

## **Research and Evaluation Independence and Integrity Statement**

If an application proposes research (including research and development) and/or evaluation, the applicant must demonstrate research/evaluation independence and integrity, including appropriate safeguards, before it may receive award funds. The applicant will upload documentation of its research and evaluation independence and integrity as an attachment in JustGrants. For additional information, see the [OJP Grant Application Resource Guide](#).

## **Disclosures and Assurances**

The applicant will address the following disclosures and assurances.

### **Disclosure of Lobbying Activities**

Complete and submit the SF-LLL in Grants.gov. Once the applicant submits in Grants.gov, this information will pre-pend into JustGrants. See the [OJP Grant Application Resource Guide](#) for additional information.

### **DOJ Certified Standard Assurances**

Review and accept the DOJ Certified Standard Assurances in JustGrants. See the [OJP Grant Application Resource Guide](#) for additional information.

### **Applicant Disclosure of Duplication in Cost Items**

Complete the JustGrants web-based Applicant Disclosure of Duplication in Cost Items form. See the [OJP Grant Application Resource Guide](#) for additional information.

### **DOJ Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; Drug-Free Workplace Requirements; Law Enforcement and Community Policing**

Review and accept the DOJ Certified Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; Drug-Free Workplace Requirements; Law Enforcement and Community Policing. See the [OJP Grant Application Resource Guide](#) for additional information.

### **Applicant Disclosure and Justification - DOJ High Risk Grantees**

If applicable, submit the DOJ High Risk Disclosure and Justification as an attachment in JustGrants. A DOJ High Risk Grantee is an award recipient that has received a DOJ High Risk designation based on a documented history of unsatisfactory performance; financial instability; management system or other internal control deficiencies; noncompliance with award terms and conditions on prior awards or is otherwise not responsible. See the [OJP Grant Application Resource Guide](#) for additional information.

## **How to Apply**

Registration: Before submitting an application, all applicants must register with the System for Award Management (SAM). You must renew and validate your registration every 12 months. If you do not renew your SAM registration, it will expire. An expired registration can delay or prevent application submission in Grants.gov and JustGrants. Registration and renewal can take up to 10 business days to complete.

Submission: Applications must be submitted to DOJ electronically through a two-step process via Grants.gov and JustGrants.

**Step 1:** After registering with SAM, the applicant must submit the **SF-424** and **SF-LLL** in Grants.gov at <https://www.grants.gov/web/grants/register.html> by the Grants.gov deadline. **Submit the SF-424 and SF-LLL as early as possible, but no later than 48 hours before the Grants.gov deadline.** If an applicant fails to submit in Grants.gov, they will be unable to apply in JustGrants.

**Step 2:** The applicant must then submit the **full application**, including attachments, in JustGrants at [JustGrants.usdoj.gov](https://www.justgrants.usdoj.gov) by the JustGrants deadline.

Within 24 hours after receipt of confirmation emails from Grants.gov, the individual in Section 8F of the SF-424 will receive an email from [DIAMD-NoReply@usdoj.gov](mailto:DIAMD-NoReply@usdoj.gov) with instructions on how to create a JustGrants account. Register the Entity Administrator and the Application Submitter with JustGrants as early as possible but no later than 48-72 hours before the JustGrants deadline. Once registered in JustGrants, the Application Submitter will receive an emailed link to complete the rest of the application in JustGrants. The Entity Administrator also will need to log into JustGrants to review and invite the applicant's Authorized Representative(s) before an application can be submitted.

Submit the complete application package in JustGrants at least 24 – 48 hours prior to the JustGrants deadline. Some of the application components will be entered directly into JustGrants, and others will require uploading attached documents. Therefore, applicants will need to allow ample time before the JustGrants deadline to prepare each component. Applicants may save their progress in the system and revise the application as needed prior to hitting the Submit button at the end of the application in JustGrants.

For additional information, see the “How to Apply” section in the [OJP Grant Application Resource Guide](#) and the [DOJ Application Submission Checklist](#).

### **Submission Dates and Time**

The **SF-424 and the SF-LLL** must be submitted in Grants.gov by 11:59 p.m. eastern time on April 24, 2023.

The **full application** must be submitted in JustGrants by 8:59 p.m. eastern time on May 1, 2023.

OJP urges applicants to submit their Grants.gov and JustGrants submissions prior to the due dates with sufficient time to correct any errors and resubmit by the submission deadlines if a rejection notification is received. To be considered timely, the **full application** must be submitted in JustGrants by the JustGrants application deadline. Failure to begin the SAM.gov, Grants.gov, or JustGrants registration process in sufficient time (i.e., waiting until the date identified in this solicitation) is not an acceptable reason for late submission.

### **Experiencing Unforeseen Technical Issues Preventing Submission of an Application**

OJP will only consider requests to submit an application after the deadline when the applicant can document that a technical issue with a government system prevented application submission.

If an applicant misses a deadline due to unforeseen technical issues with SAM.gov, Grants.gov, or JustGrants, the applicant may request a waiver to submit an application after the deadline. However, the waiver request will not be considered unless it includes a tracking number generated when the applicant contacts the applicable service desks to report technical difficulties. Tracking numbers are generated automatically when an applicant emails the applicable service desks; and for this reason applicants are encouraged to email the appropriate service desk, even if they also intend to call the service desk for phone support. Experiencing wait times for phone support does not relieve the applicant of the responsibility of getting a tracking number.

An applicant experiencing technical difficulties must contact the associated service desk indicated below to report the technical issue and receive a tracking number:

- SAM.gov - contact the [SAM Help Desk \(Federal Service Desk\)](#), Monday – Friday from 8 a.m. to 8 p.m. ET at 866-606-8220.
- Grants.gov - contact the [Grants.gov Customer Support Hotline](#), 24 hours a day, 7 days a week, except on federal holidays, at 800-518-4726, 606-545-5035, or [support@grants.gov](mailto:support@grants.gov).
- JustGrants - contact the JustGrants Service Desk at [JustGrants.Support@usdoj.gov](mailto:JustGrants.Support@usdoj.gov) or 833-872-5175, Monday – Friday from 7 a.m. to 9 p.m. ET and Saturday, Sunday, and Federal holidays from 9 a.m. to 5 p.m. ET.

If an applicant has technical issues with SAM.gov or Grants.gov, the applicant must contact the OJP Response Center at [grants@ncjrs.gov](mailto:grants@ncjrs.gov) within **24 hours of the Grants.gov deadline** to request approval to submit after the deadline.

If an applicant has technical issues with JustGrants that prevent application submission by the deadline, the applicant must contact the OJP Response Center at

[grants@ncjrs.gov](mailto:grants@ncjrs.gov) within 24 hours of the JustGrants deadline to request approval to submit after the deadline.

Waiver requests sent to the OJP Response Center must -

- describe the technical difficulties experienced,
- include a timeline of the applicant's submission efforts (e.g., date and time the error occurred, date and time of actions taken to resolve the issue and resubmit; and date and time support representatives responded),
- include an attachment of the complete grant application and all the required documentation and materials,
- include the applicant's Unique Entity Identifier (UEI), and
- include any SAM.gov, Grants.gov, and JustGrants Service Desk tracking numbers documenting the technical issue.

OJP will review each waiver request and the required supporting documentation and notify the applicant whether the request for late submission has been approved or denied. An applicant that does not provide documentation of a technical issue or that does not submit a waiver request within the required time period will be denied.

For more details on the waiver process, OJP encourages applicants to review the “Experiencing Unforeseen Technical Issues” section in the [OJP Grant Application Resource Guide](#).

## Application Review Information

### Review Criteria

#### Merit Review Criteria

Applications that meet the basic minimum requirements will be evaluated by peer reviewers on how the proposed project/program addresses the following criteria:

Description of the Issue (20%) - evaluate the applicant’s understanding of the program/issue to be addressed.

Project Design and Implementation (35%) - evaluate the adequacy of the proposal, including the goals, objectives, timelines, milestones, and deliverables.

Capabilities and Competencies (20%) - evaluate the applicant’s administrative and technical capacity of the applicant to successfully accomplish the goals and objectives.

Plan for Collecting the Data Required for this Solicitation’s Performance

Measures (10%) - evaluate the applicant's understanding of the performance data reporting requirements and the plan for collecting the required data.

Budget (15%) - evaluate for completeness, cost effectiveness, and allowability (e.g., reasonable, allocable, and necessary for project activities).

### **Other Review Criteria/Factors**

Other important considerations for OVC include geographic diversity, strategic priorities (specifically including, but not limited to, those priority areas already mentioned, if applicable), available funding, past performance, and the extent to which the Budget Web-Based Form accurately explains project costs that are reasonable, necessary, and otherwise allowable under federal law and applicable federal cost principles.

### **Review Process**

Applications submitted under this solicitation that meet the basic minimum requirements will be evaluated for technical merit by a peer review panel(s) in accordance with OJP peer review policy and procedures using the review criteria listed above.

OJP screens applications to ensure they meet the basic minimum requirements prior to conducting the peer review. Although specific requirements may vary, the following are common requirements applicable to all OJP solicitations:

- The application must be submitted by an eligible type of applicant.
- The application must request funding within programmatic funding constraints (if applicable).
- The application must be responsive to the scope of the solicitation.
- The application must include all items necessary to meet the basic minimum requirements.

Pursuant to the Part 200 Uniform Requirements, before award decisions are made, OJP also reviews information related to the degree of risk posed by the applicant entity. Among other things to help assess whether an applicant with one or more prior federal awards has a satisfactory record of performance, integrity, and business ethics, OJP checks whether the applicant entity is listed in SAM as excluded from receiving a federal award.

In addition, if OJP anticipates that an award will exceed \$250,000 in federal funds, OJP also must review and consider any information about the applicant entity that appears in the non-public segment of the integrity and performance system accessible through SAM (currently, the Federal Awardee Performance and Integrity Information System, FAPIIS).

**Important Note on FAPIIS:** An applicant may review and comment on any information about its organization that currently appears in FAPIIS and was entered by a federal awarding agency. OJP will consider such comments by the applicant, in addition to the other information in FAPIIS, in its assessment of the risk posed by the applicant entity.



Absent explicit statutory authorization or written delegation of authority to the contrary, all final award decisions will be made by the Assistant Attorney General, who may consider not only peer review ratings and OVC recommendations, but also other factors as indicated in this section.

## Federal Award Administration Information

### **Federal Award Notices**

Generally, award notifications are made by the end of the current Federal fiscal year, September 30th. See the [OJP Grant Application Resource Guide](#) for information on award notifications and instructions.

### **Administrative, National Policy, and Other Legal Requirements**

If selected for funding, in addition to implementing the funded project consistent with the OJP-approved application, the recipient must comply with all award conditions and all applicable requirements of federal statutes and regulations, including the applicable requirements referred to in the assurances and certifications executed in connection with award acceptance. For additional information on these legal requirements, see the “Administrative, National Policy, and Other Legal Requirements” section in the [OJP Grant Application Resource Guide](#).

### **Information Technology Security Clauses**

An application in response to this solicitation may require inclusion of information related to information technology security. See the [OJP Grant Application Resource Guide](#) for more information.

### **General Information about Post-Federal Award Reporting Requirements**

In addition to the deliverables described in the “Program Description” section, all award recipients under this solicitation will be required to submit certain reports and data.

#### Required reports

. Award recipients typically must submit quarterly financial reports, semi-annual performance reports, final financial and performance reports, and, if applicable, an annual audit report in accordance with the Part 200 Uniform Requirements or specific award conditions. Future awards and fund drawdowns may be withheld if reports are delinquent. (In appropriate cases, OJP may require additional reports.)

See the [OJP Grant Application Resource Guide](#) for additional information on specific post-award reporting requirements, including performance measure data.

### Federal Awarding Agency Contact(s)

For OJP contact(s), contact information for Grants.gov, and contact information for

JustGrants, see the solicitation cover page.

## Other Information

### **Freedom of Information and Privacy Act (5 U.S.C. 552 and 5 U.S.C. 552a)**

See the [OJP Grant Application Resource Guide](#) for information on the Freedom of Information and Privacy Act (5 U.S.C. 552 and 5 U.S.C. 552a).

### **Provide Feedback to OJP**

See the [OJP Grant Application Resource Guide](#) for information on how to provide feedback to OJP.

## Performance Measures

OVC will require award recipients to submit performance measure data in the Performance Measurement Tool (PMT) and separately submit a semi-annual performance report in JustGrants. A list of resources and trainings can be found at <https://ovc.ojp.gov/funding/performance-measures/transforming-victim-services>. Examples of performance measure questions for this project can be found here at <https://www.ovc.gov/grants/pdfxt/TVS-questionnaire.pdf>.

Award recipients under this solicitation will be required to complete the following sections, including any relevant shared measures.

- I. Training
- II. Technical Assistance
- III. Tech Development
- IV. Data Gathering
- V. Collaborative Partnerships
- VI. Strategic Planning
- VII. Victim Services

## Application Checklist

### **OVC FY 2023 Building Capacity of National Crisis Hotlines**

This application checklist has been created as an aid in developing an application. For more information, reference [the OJP Application Submission Steps in the OJP Grant Application Resource Guide](#) and the [DOJ Application Submission Checklist](#).

#### **Pre-Application**

##### ***Before Registering in Grants.gov:***

- Acquire or renew your Entity's [System Award Management \(SAM\) Registration Information](#) (see [OJP Grant Application Resource Guide](#))

##### ***Register in Grants.gov***

- Acquire an Authorized Organization Representative (AOR) and a Grants.gov username and password (see [OJP Grant Application Resource Guide](#))
- Acquire AOR confirmation from the E-Business Point of Contact (E-Biz POC) (see [OJP Grant Application Resource Guide](#))

##### ***Find the Funding Opportunity***

- Search for the funding opportunity in Grants.gov using the opportunity number, assistance listing number, or keyword(s)
- Access the funding opportunity and application package (see Step 7 in the [OJP Grant Application Resource Guide](#))
- Sign up for Grants.gov email [notifications](#) (optional) (see [OJP Grant Application Resource Guide](#))
- Read [Important Notice: Applying for Grants in Grants.gov](#)
- Read OJP policy and guidance on conference approval, planning, and reporting available at <https://www.ojp.gov/funding/financialguidedoj/iii-postaward-requirements#6g3y8> (see [OJP Grant Application Resource Guide](#))

##### ***Review the Overview of Post-Award Legal Requirements***

- Review the "[Overview of Legal Requirements Generally Applicable to OJP Grants and Cooperative Agreements - FY 2023 Awards](#)" in the [OJP Funding Resource Center](#).

##### ***Review the Scope Requirement***

- The federal amount requested is within the allowable limit(s) of \$2,000,000.

##### ***Review Eligibility Requirement:***

- Review the Eligibility section on the cover page and Eligibility Information section in the solicitation.

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### **Application Step 1**

Submit the **SF-424** and **SF-LLL** in Grants.gov

- In Section 8F of the SF-424, include the name and contact information of the individual **who will complete the application in JustGrants and the SF-LLL in Grants.gov**

*Within 48 hours after the SF-424 and SF-LLL submission in Grants.gov, receive four (4) Grants.gov email notifications:*

- a submission receipt
- a validation receipt
- a grantor agency retrieval receipt
- an agency tracking number assignment

*If no Grants.gov receipt and validation email is received, or if error notifications are received:*

- Contact Grants.gov Customer Support Hotline at 800-518-4726, 606-545-5035, [Grants.gov customer support](#), or [support@grants.gov](mailto:support@grants.gov) regarding technical difficulties (see [OJP Grant Application Resource Guide](#))

Within 24 hours after receipt of confirmation emails from Grants.gov, the individual in Section 8F of the SF-424 will receive an email from JustGrants with login instructions.

- Proceed to Application Step 2 and complete application in JustGrants

### **Application Step 2**

Submit the following information in JustGrants:

Application Components

- Standard Applicant information (SF-424 information from Grants.gov)
- **Proposal Abstract\***
- **Proposal Narrative\***

Budget and Associated Documentation

- **Budget Web-Based form\***
- Indirect Cost Rate Agreement (if applicable) (see [OJP Grant Application Resource Guide](#))

- Financial Management and System of Internal Controls Questionnaire (see [OJP Grant Application Resource Guide](#))

#### Additional Application Components

- Tribal Authorizing Resolution (if applicable) (see [OJP Grant Application Resource Guide](#))
- Research and Evaluation Independence and Integrity (see [OJP Grant Application Resource Guide](#))
- Request and Justification for Employee Compensation; Waiver (if applicable) (see [OJP Grant Application Resource Guide](#))
- Timeline
- Memorandum of understanding (if applicable)
- Résumés of key personnel (if applicable)
- List of procurement contracts (if applicable)
- Organizational chart (if applicable)
- Letters of Support (if applicable)

#### Disclosures and Assurances

- [Disclosure of Lobbying Activities \(SF-LLL\)](#) (see [OJP Grant Application Resource Guide](#))
- Applicant Disclosure of Duplication in Cost Items (see [OJP Grant Application Resource Guide](#))
- DOJ Certified Standard Assurances (see [OJP Grant Application Resource Guide](#))
- DOJ Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements (see [OJP Grant Application Resource Guide](#))
- Applicant Disclosure and Justification – DOJ High Risk Grantees (if applicable) (see [OJP Grant Application Resource Guide](#))

**\* Note: Items designated with an asterisk must be submitted for an application to meet the basic minimum requirements review. If OJP determines that an application does not include the designated items, it will neither proceed to peer review, nor receive further consideration.**

#### Review, Certify and Submit Application in JustGrants

- Any validation errors will immediately display on screen after submission.
- Correct validation errors, if necessary, and then return to the “Certify and Submit” screen to submit the application. Access the [Application Submission Validation](#)

[Errors Quick Reference Guide](#) for step-by-step instructions to resolve errors prior to submission.

- Once the application is submitted and validated, a confirmation message will appear at the top of the page. Users will also receive a notification in the “bell” alerts confirming submission.

*If no JustGrants application submission confirmation email or validation is received, or if error notification is received:*

- Contact the JustGrants Service Desk at 833-872-5175 or [JustGrants.Support@usdoj.gov](mailto:JustGrants.Support@usdoj.gov) regarding technical difficulties. See the [OJP Grant Application Resource Guide](#) for additional information.

### **Standard Solicitation Resources**

[OJP Grant Application Resource Guide](#) provides guidance to assist OJP grant applicants in preparing and submitting applications for OJP funding.

[DOJ Grants Financial Guide](#) serves as the primary reference manual to assist award recipients in fulfilling their fiduciary responsibility to safeguard grant funds and to ensure funds are used for the purposes for which they were awarded. It compiles a variety of laws, rules and regulations that affect the financial and administrative management of DOJ awards. This guide serves as a starting point for all award recipients and subrecipients of DOJ grants and cooperative agreements in ensuring the effective day-to-day management of awards.

[JustGrants Resources Website](#) is an entryway into information about JustGrants and the grants management system itself. Through this portal both award recipients and applicants can access training resource and user support options, find frequently asked questions and sign-up for the [JustGrants Update e-newsletter](#).

[JustGrants Application Submission Training Page](#) offers helpful information and resources on the application process. This training page includes e-learning videos, reference guides, checklists and other resources to help applicants complete an application.

[Virtual Q&A Sessions](#) are advertised here and provide opportunities for users to receive topic-specific training, direct technical assistance and support on JustGrants system functionality.