

# OVC FY 2022 Building Capacity of National Crisis Hotlines

CFDA # 16.582

Grants.gov Opportunity Number: O-OVC-2022-171287  
May 18, 2022

The webinar will begin shortly.  
Please have a copy of the solicitation available  
to follow along and take notes.



# Presenter

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## **Ivette Estrada**

Grant Program Specialist  
Discretionary Programs Division  
Office for Victims of Crime

# Webinar Outline



1. OVC Overview and Mission
2. Breakdown of the solicitation
  - Project Purpose, Goal, and Objectives
  - Eligibility
  - Application and Award Timelines
  - Required Documents
3. Application Process
4. Questions and Answers



**Have a copy of the solicitation available to follow along and take notes.**



# OVC Overview

Mission: OVC is committed to enhancing the Nation's capacity to assist crime victims and to providing leadership in changing attitudes, policies, and practices to promote justice and healing for all victims of crime.

OVC funding supports:

- victims in tribal communities;
- state victim compensation and assistance programs;
- training and technical assistance and information resources;
- victims of international terrorism and mass violence;
- federal agencies' provision of victim services;
- survivors of human trafficking; and
- demonstration and service projects.





# Timeline

- ❑ Grants.gov deadline: **Wednesday, June 8, 2022**
- ❑ JustGrants deadline: **Monday, June 27, 2022**
- ❑ DOJ expects to award grants no later than **September 30, 2022**
- ❑ All project **START** dates should be on or after **October 1, 2022\***



**\*Please Note: Successful applicants MAY NOT begin work until the budget has been reviewed and officially approved by OJP. Additional information and or restrictions may be outlined in the award package.**

# Eligibility



- 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\*
- Other

*Eligibility*

*Criteria*



**For additional information on eligibility, please review the solicitation cover page.**



# Program Description

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This program will 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.

OVC encourages applications that focus on:

- 1) addressing online gender-based abuse and harassment;
- 2) offering services that respond to online-facilitated gender-based violence;
- 3) training hotline personnel on how to respond to issues of online harassment and abuse, particularly toward women and girls along with LGBTQ and nonbinary people and other marginalized groups; and
- 4) using technology to make services safe and more accessible, and to reach underserved communities.

# Goal



The goal of this program is to enhance or expand the capacity of national victim service hotlines to provide crisis intervention support services using trauma-informed approaches that protect the safety and confidentiality of victims.



# Objectives



1. Provide high-quality service to crime victims and survivors by expanding hotline staffing to improve capacity to reduce wait times and enhance access to services and resources.
2. Enhance training for hotline personnel on how to respond to complex crisis situations (e.g., suicide prevention, human trafficking, child abuse, online abuse and harassment) 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 accessibility, visibility, and awareness of national hotline services.
4. Develop culturally and linguistically appropriate materials and resources for service providers and criminal justice stakeholders that increase awareness of hotline services.



# Objectives (cont.)

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5. Provide trainings or webinars targeted at service providers and criminal justice stakeholders that increase awareness of hotline services.
6. Maintain the National Hotline Consortium to share technology service delivery and promising practices, improve operations, and support accessible, quality victim services and crisis response.
7. Increase focus on quality assurance and quality improvement by implementing a data-driven improvement process that enhances service provision, technology processes, reporting, and data analysis capacity.



# Deliverables



The deliverables will be the development or enhancement and implementation of national hotlines, training and technical assistance, and public outreach. Other deliverables include the following:

- 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 of a public-facing annual report that highlights data collected (e.g., services provided, challenges, trends, gaps in services)





# OJP Priority Areas

1. Priority Considerations Supporting Executive Order 13985, *Advancing Racial Equity and Support for Underserved Communities Through the Federal Government*
  - A. Applications that include project(s) that 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, when making award decisions.
  - B. Applicants that can demonstrate that their capabilities and competencies for implementing their proposed project(s) are enhanced because the applicant (or at least one proposed subrecipient that will receive at least 30% of the requested award funding, as demonstrated in the Budget Worksheet and Budget Narrative) identifies as a culturally specific organization.

**For additional information, please see the solicitation.**



# Federal Award Information

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Maximum number of awards OVC expects to make:	3 Awards
Maximum dollar amount for each award:	\$2 Million
Total amount to be awarded under solicitation:	\$6 Million
Period of Performance start date:	10/01/2022
Period of Performance duration:	36 Months



# Type of Award

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The award will be made as a **Cooperative Agreement**:

- **Substantial involvement between awarding agency and recipient** during the performance period
- Awarding agency **closely participates** in the performance of the program

See the “Administrative, National Policy, and Other Legal Requirements” section of the [OJP Grant Application Resource Guide](#) for more information.

# Application and Submission Information

# Applications **MUST** Include



These elements **MUST** be included in the application submission to meet the basic minimum requirements to advance to peer review and receive consideration for funding:

- **Proposal Abstract**
- **Proposal Narrative**
  - Statement of the Problem or Description of the Issue (20%)
  - Project Design and Implementation (40%)
  - Capabilities and Competencies (20%)
  - Plan for Collecting the Data for this Solicitation's Performance Measures (10%)
- **Budget Worksheet and Budget Narrative (web-based form) (10%)**



**Remember, if you fail to submit ANY of required documents, your application will not be considered for funding!**





# Proposal Abstract

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An abstract is a **clear and simple summary statement** about your proposal.

This statement should be no more than 400 words and should include:

- purpose of the project,
- primary activities,
- expected outcomes,
- the service area, and
- intended beneficiaries and subrecipients
- **If you are requesting priority consideration, please indicate the priority area (1A and/or 1B) you are applying under.**

This will be completed in the JustGrants Web-based form.



# Proposal Narrative Format

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## The proposal narrative must:

- Be double-spaced
- Use a standard 12-point font
- Have no less than 1-inch margins
- NOT exceed 25 pages. Pages should be numbered “1 of 25,” “2 of 25,” etc.
- Be submitted as an attachment in JustGrants.



# Proposal Narrative Format

**The following sections are part of the proposal narrative:**

1. Statement of the problem or description of the issue
2. Project design and implementation
3. Capabilities and competencies
4. Plan for collecting the data required for this solicitation's performance measures



**Outline ALL the grant requirements and make a plan to fulfill each and EVERY REQUIREMENT.**

# Proposal Narrative: Description of the Issue

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This section must:

- Describe why this project and proposed activities are necessary (significance/value) and/or address a need and include supporting information.
- Describe how funding will support the project's value to the victims' field by meeting the stated goal. 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.

# Proposal Narrative: Project Design and Implementation



This **section** should include goals, objectives and activities that are aligned with the solicitation

- Be brief, concise, and clear.
- Make sure the information is consistent throughout your proposal.
- Create solid goals and measurable objectives:
  - Objectives should be **SMART**:  
**S**pecific, **M**easurable, **A**ttainable, **R**ealistic, and **T**ime-bound
- Focus on the future and setting a realistic timeline to complete the project.

# Proposal Narrative: Capabilities and Competencies



Applicants must:

- Describe the capabilities and competencies to accomplish the goals and objectives of the project. Include a clear description of the applicant's management structure and current and proposed professional staff members' unique qualifications that will enable them to fulfill their grant responsibilities.
- Describe how the program will be managed and include an organizational chart or information describing personnel.
- Include a list of personnel responsible for managing and implementing the major stages of the project. If additional staff will be hired to complete the project, the applicant should identify the selection criteria.

If the applicant is seeking priority consideration under Priority 1B, it should describe within this section how being a culturally specific organization (or funding a culturally specific subrecipient organization at a minimum of 30% of the project budget) will enhance its ability to implement the proposed project(s).

# Proposal Narrative: Plan for Collecting Data

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



# Budget Worksheet and Budget Narrative (Web-Based Form)



- Use the JustGrants web-based form.
- Personnel costs should relate to the key personnel for the project.
- The budget should include adequate funding to fully implement the project, broken out by year, reflecting 36 months.
- The budget should be mathematically sound and correspond with information described in the Proposal Narrative and aligned with the project design.
- Address Priority 1B considerations, if applicable.





# Create a SMART Budget



Be **SPECIFIC** when listing all your expenses

Under the computation column of the budget, make sure your costs are **MEASURABLE**

Ensure that your budget items are **ATTAINABLE**

If you put your timeline next to your budget, make sure each item is accounted for, then your budget should be **RELEVANT**.

Make sure your budget is **TIME-BOUND** and broken down year by year or month by month.



# Applications Should Also Include

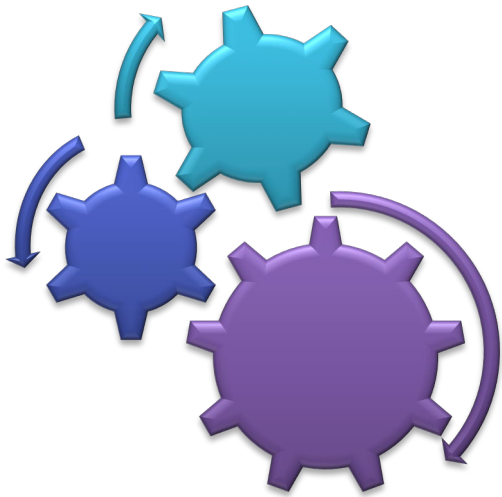
Along with the **3 required documents**, the following information should be included in the application submission:

- Information to Complete the Application for Federal Assistance (SF-424) in Grants.gov
- Standard Application Information (SF-424 info from Grants.gov)
- Indirect Cost Rate Agreement (if applicable)
- Financial Management and System of Internal Controls Questionnaire
- Tribal Authorizing Resolution (if applicable)
- Documentation of DOJ Priority Areas (if applicable)
- Research and Evaluation Independence and Integrity (if applicable)
- Request and Justification for Employee Compensation; Waiver (if applicable)
- Job Descriptions and Resumes for all Proposed Key Staff Positions
- Disclosure of Lobbying Activities (SF-LLL)
- Applicant Disclosure of Duplication in Cost Items
- DOJ Certified Standard Assurance
- DOJ Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements
- Applicant Disclosure and Justification—DOJ High-Risk Grantees (if applicable)

# Hallmarks of an Outstanding Application



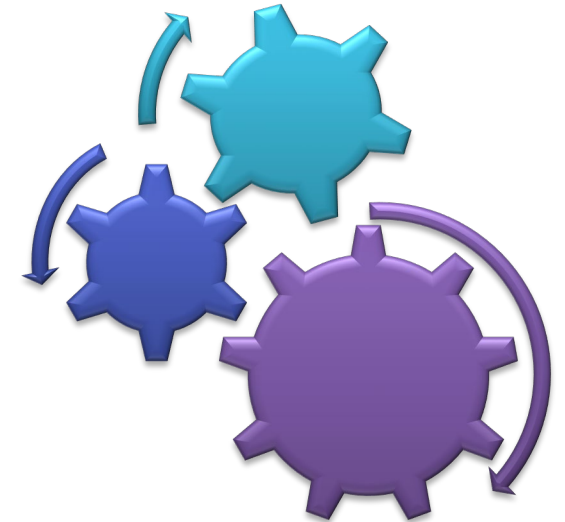
- Use simple and concise language.
- Ensure information is presentable and organized!
- Add tables, graphs, staff photos, and other images when possible while being mindful of grant guidelines.
- Be realistic about how you will achieve goals.
- Get feedback from those who may run the project!
- Make sure the proposal is consistent with the solicitation.
- Check, recheck, and check again—budget, grant requirements, references, and other grant details.



# Common Reasons Cited for a Weak Application



- Too ambitious or lacks focus
- Applicant lacks appropriate expertise to carry out the proposed project
- No evidence of feasibility (do not assume reviewers are as familiar with the project as you are)
- Poor writing and a lot of errors



# Application Process

# Two Step Application Process



Submission into Grants.Gov

Due: **June 8, 2022**

Submission of the Full Application  
into JustGrants and Grants.gov

Due: **June 27, 2022**

# Application Submission Overview



Applicants have two application submission deadlines:

1. Grants.gov (submitting the SF-424 and SF-LLL)
2. JustGrants



It's OK to enter preliminary budget or programmatic data in Grants.gov and update later in JustGrants.



A JustGrants submission should include all items as defined in the solicitation.



# Step 1: Apply in Grants.gov

DOJ applications require you to complete two things:

1

The Funding Opportunity and Application Package on Grants.gov.

- 1) Select **Apply for Grants** under the Applicants column.
- 2) Enter your email address to be notified of any changes to the opportunity package before the closing date.
- 3) Click the Workspace icon to use Grants.gov.

2

The SF-424 and SF-LLL on Grants.gov.

Within 48 hours of SF-424 and SF-LLL submission, you should receive two notifications from Grants.gov.

- 1) Confirming the receipt of the SF-424 and SF-LLL.
- 2) Stating whether the SF-424 and SF-LLL were successfully validated and submitted or were rejected due to errors—with an explanation.



# Step 2: Apply in JustGrants

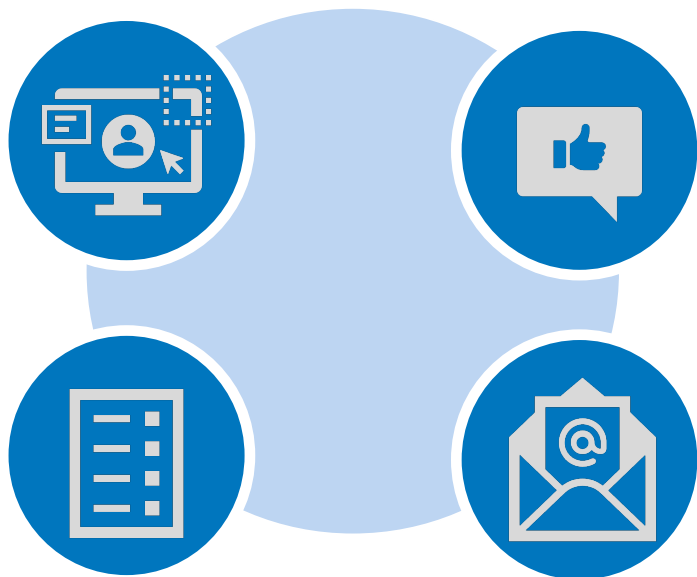


Applicants will then submit the **full application** including attachments in JustGrants at [JustGrants.usdoj.gov](https://JustGrants.usdoj.gov).



# Web-based Forms for Submission in JustGrants

There are certain web-based forms that must be submitted directly into the system.



- Proposal Abstract
- Solicitation-Specific Data submitted with the Application
- Goals, Objectives, Deliverables, and Timelines
- Budget Detail Form
- Application Disclosure of Duplication Cost Items

**Pay attention to required sections.** If a section is required and presents you with web-based entries, you cannot upload a document instead. You must use the format required in the application.

# What to Expect After Submitting an Application

The entity will be notified that they have received an award when all applications for the solicitation have been reviewed before September 30.

The system will notify:

- The Entity Administrator and Authorized Representative when the deadline for applications has changed.
- The Application Submitter, Entity Administrator, and Authorized Representative when the application is received in JustGrants from Grants.gov.
- The Entity Administrator when the award notification has been sent.

The entity should check the system regularly so that any upcoming deadlines for submitting applications and documentation are addressed in a timely manner.

Once the application deadline passes in JustGrants, you may see a banner that says it is past due. If your status is “Submitted,” your application has been received by DOJ and you can ignore the past due banner.

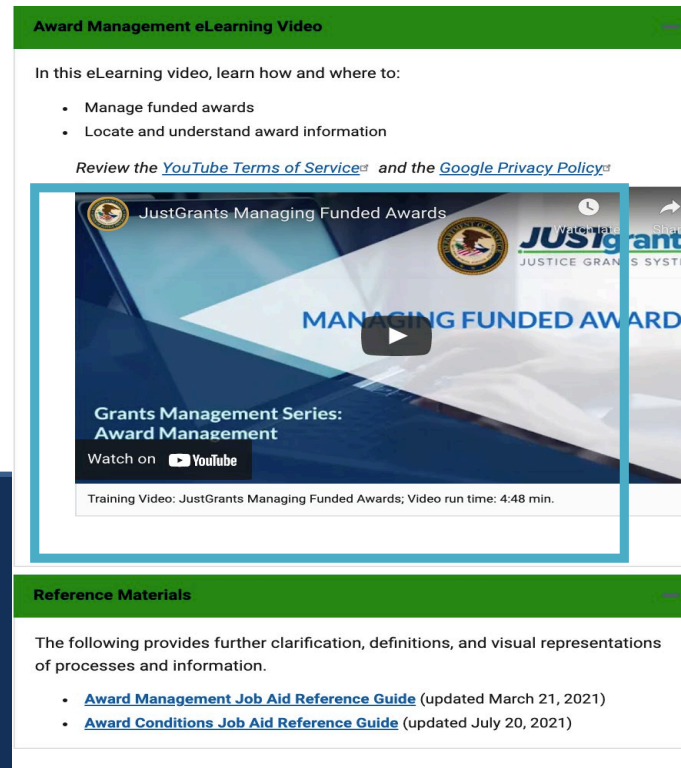


# JustGrants Training Resources



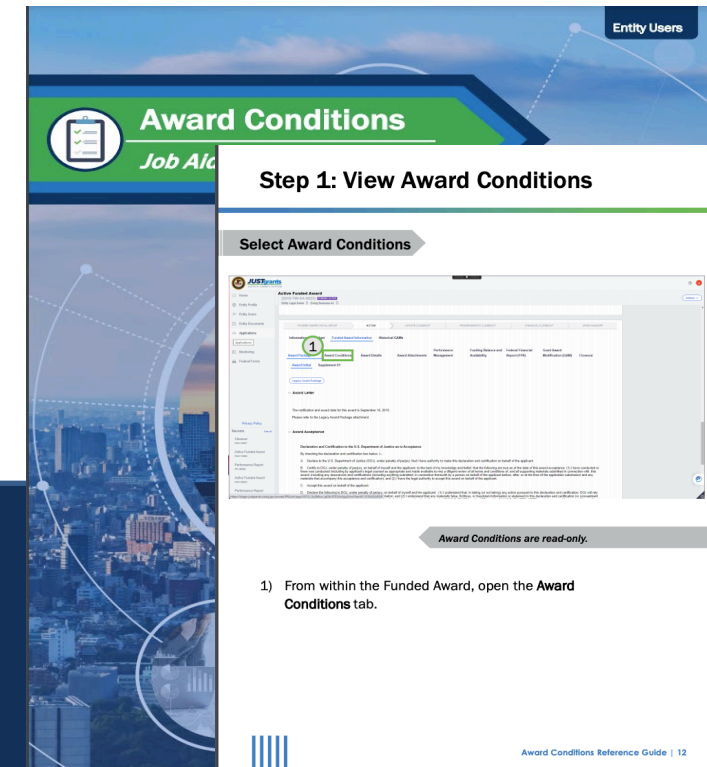
The screenshot shows the JustGrants website navigation menu. The 'Training' dropdown menu is open, listing various topics: Training, Entity Management, Entity User Experience, Application Submission, Grant Award Acceptance, Award Management, Grant Award Modifications, Financial Reporting, Performance Reporting, Monitoring, Closeout, and Virtual Q&A Sessions. Below the menu, a text block states: 'The Department of Justice (DOJ) grant making components—the Office, the Office of Justice Programs (OJP), and the Office on to serve as a resource hub for their grants management system of which launched on October 15, 2020.'

Organized by Topics



The screenshot shows an eLearning video player titled 'Award Management eLearning Video'. It includes a list of topics: 'Manage funded awards' and 'Locate and understand award information'. Below the list, it says 'Review the [YouTube Terms of Service](#) and the [Google Privacy Policy](#)'. The video player shows a video titled 'JustGrants Managing Funded Awards' with a play button. Below the video, it says 'Grants Management Series: Award Management' and 'Watch on YouTube'. At the bottom, it says 'Training Video: JustGrants Managing Funded Awards; Video run time: 4:48 min.' Below the video player, there is a 'Reference Materials' section with the following text: 'The following provides further clarification, definitions, and visual representations of processes and information.' and a list of two reference guides: 'Award Management Job Aid Reference Guide (updated March 21, 2021)' and 'Award Conditions Job Aid Reference Guide (updated July 20, 2021)'.

Micro-learning videos



The screenshot shows a Job Aid Reference Guide for 'Award Conditions'. It is titled 'Step 1: View Award Conditions' and includes a 'Select Award Conditions' section. Below this, there is a screenshot of the JustGrants system interface showing a table of award conditions. A red circle highlights the 'Award Conditions' tab. Below the screenshot, there is a list of instructions: '1) From within the Funded Award, open the Award Conditions tab.' At the bottom right, it says 'Award Conditions Reference Guide | 12'.

Job Aid Reference Guides

# JustGrants Office Hours: Application Mechanics



<p><b>Application Mechanics: Submitting an Application Training</b> <i>Key Audience: Entity Administrator, Application Submitter, Authorized Representative</i></p>	<ul style="list-style-type: none"><li>•Preparing to apply</li><li>•Completing the abbreviated application in Grants.gov</li><li>•Entity onboarding and JustGrants access</li><li>•JustGrants roles and responsibilities</li><li>•Assigning users' roles to applications</li><li>•Completing, reviewing, certifying and submitting a JustGrants application</li><li>•Attendee questions about application submission</li></ul>	<p><b>Every Wednesday</b> from 2:30-4:00 p.m. ET Click the link to register for the session you wish to attend:</p> <ul style="list-style-type: none"><li>•<a href="#">May 18, 2022</a></li><li>•<a href="#">May 25, 2022</a></li></ul>
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Check website for updates: <https://justicegrants.usdoj.gov/training/training-virtual-sessions>

# OJP Grants Application Resource Guide



The screenshot shows the top portion of a website. At the top left is the U.S. Department of Justice logo. To its right, the text "U.S. DEPARTMENT OF JUSTICE" and "OFFICE OF JUSTICE PROGRAMS" is displayed. On the right side of the header, there are links for "Contact Us", "Careers", "Subscribe", and a share icon. Below these links is a search bar with the word "Search" and a magnifying glass icon. A navigation menu is located below the header, with "Grants/Funding" highlighted. Below the navigation menu is a breadcrumb trail: "Home / Grants/Funding / Applicant Resources". The main content area is a large blue rectangle with the text "OJP Grant Application Resource Guide" in white.

Visit: <https://www.ojp.gov/funding/apply/ojp-grant-application-resource-guide>



# OVC Pre-Application Webinars

- Review OVC's previously held [webinars](#):
  - *Part 1: Getting Ready to Apply*
  - *Part 2: Considerations When Building Your OVC Budget*
  - *Part 3: Preparing Your Proposal and What to Expect Next*
  - *Part 4: Overview of Upcoming Funding Opportunities in FY 2022*
- Review OVC's [current funding opportunities](#).
- Sign up for [News From OVC](#) to stay up-to-date with the webinars schedule.

# Important Web Resources



- Office for Victims of Crime: <https://ovc.ojp.gov>
- DOJ Grants Financial Guide: <https://ojp.gov/financialguide/DOJ/index.htm>
- JustGrants: <https://justicegrants.usdoj.gov/>
- Grants.gov: <https://www.grants.gov>
- OJP Grant Application Resource Guide: <https://www.ojp.gov/funding/apply/ojp-grant-application-resource-guide>
- OVC Training and Technical Assistance Center: [www.ovcttac.gov](http://www.ovcttac.gov)
- Grant Performance Measurement Reporting: <https://ojp.gov/performance/>
- OJP Resource Center: <https://www.ojp.gov/ncjrs/new-ojp-resources>



# Important Contact Information



Technical Assistance Submitting the SF-424 and SF-LLL into  
Grants.Gov: 800-518-4726, 606-545-5035 | [support@grants.gov](mailto:support@grants.gov)



Technical Assistance Submitting the FULL APPLICATION into  
JustGrants: 833-872-5175 | [JustGrants.Support@usdoj.gov](mailto:JustGrants.Support@usdoj.gov)



Technical Assistance with Programmatic Requirements contact the  
OJP Response Center: 800-851-3420 | [grants@ncjrs.gov](mailto:grants@ncjrs.gov)

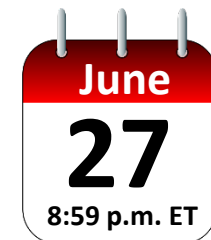
# Important Dates



Part 1: **Submit SF-424, SF-LLL** in Grants.gov by



Part 2: **Submit Full Application** in JustGrants.gov by



# Sign Up And Stay Connected!



The screenshot shows the top portion of the OVC website. On the left is the OVC logo, which includes the Department of Justice seal and the text 'Office for Victims of Crime OVC'. To the right of the logo are navigation links: 'Help for Victims | About OVC | Subscribe | FAQs |' followed by a share icon. Below these is a search bar with the word 'Search' and a magnifying glass icon. A horizontal menu below the search bar contains: 'About OVC', 'News & Events', 'Library & Multimedia', 'Funding & Awards', 'Programs', and 'Topics'. The main banner features a green-tinted background image of hands clasped together, with the text 'Justice for victims. Justice for all.' and a dark blue button labeled 'Help for victims'.

© iStock.com/scyther5 (see reuse policy).

Sign up for updates on new funding opportunities and other OVC announcements at:

[https://puborder.ncjrs.gov/Listservs/subscribe\\_newsfromovc.asp](https://puborder.ncjrs.gov/Listservs/subscribe_newsfromovc.asp)

# Go Social With OVC!

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**Like:** <https://www.facebook.com/OJPOVC>



**Follow:** <https://twitter.com/OJPOVC>



**Watch:** [www.youtube.com/user/OJPOVC](http://www.youtube.com/user/OJPOVC)

# Questions?

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To submit a question, use the [Q&A Box](#) and select [All Panelists](#)