Minnesota Department of Public Safety
Office of Justice Programs (OJP), Crime Victim Services
445 Minnesota Street, Suite 2300
St. Paul, Minnesota 55101-1515
1-888-622-8799

Request for Proposals

General Crime Hotline and Services

Due August 30, 2016

Description

Purpose

The purpose of this Request for Proposals (RFP) is to solicit applications from non-profit organizations for funding to provide a Minnesota statewide toll-free 24-hour general crime victim phone and texting hotline and accompanying crime victim services (Minn. Stat. § 611A.76). The hotline must be answered by trained, skilled professionals, who may include volunteers. Services must be capable of assessing child, adolescent and adult crime victim crisis situations and making appropriate referrals. Hotline staff will provide information, screening, intervention, support and referrals to callers 24-hours per day, seven days per week.

Grant Term

Applicants may apply for the 12-month grant period of October 1, 2016 to September 30, 2017. It is anticipated successful applicants may apply for renewal applications in the subsequent 3-4 years until the next competitive grant process.

Application Deadline

Applications must be submitted using the web-based E-grants system by **4:00 p.m. on Tuesday, August 30, 2016**. Plan to submit the application well before the deadline so any technical problems can be addressed. No paper submissions will be accepted. E-grants will not accept applications after 4:00 p.m.

Eligible Applicants

Non-profit community-based organizations are eligible to apply. These funds are NOT intended for new start-up organizations. Federal 501(c)3 tax exempt status is not required. To be eligible, an applicant must be legally incorporated as a non-profit in Minnesota and possess state and federal identification numbers. Community-based groups that are not yet incorporated are eligible to apply if using fiscal agents with non-profit status.

Funds Available

Applicants may apply for up to $225,000.

Program Activities
The statewide phone and texting hotline must provide crisis support 24/7/365. Hotline services must be trauma informed and include:

- Assess immediate needs for crisis intervention, safety and security;
- Listen, validate and honor individuals victims' experience of crime victimization;
- Help victims identify next steps;
- Develop a safety plan with victims;
- Inform about resources and provide appropriate referrals;
- Explain the statutory rights afforded to crime victims;
- Explain to victims the availability of financial assistance through restitution, crime victim reparations and emergency funds, and provide appropriate referrals;
- Provide information on available legal resources and courthouse-based Self-help Centers;
- Provide information about civil protective orders, including the process to obtain, the relief available, and the local resources available to assist with their preparation
- Provide referrals for immigrant crime victims to appropriate social service and legal resources to meet their unique needs, such as assistance with U-visa applications; and
- Connect victims to organizations that provide emergency assistance such as transportation, shelter, food and other basic necessities.

Applicants must include how they will create a Policy and Procedure manual (P & P) covering daily operations of services and responding to emergencies (when to call 911, etc.). It is not necessary to have a completed P & P when responding to this RFP, however the manual must be available prior to starting services, if awarded a contract. (An outline is requested in the application narrative.)

In addition, all applicants will be responsible for planning and implementing services according to the *General and Administrative Standards.* These are in E-grants with the application materials.

OJP expects grantees to strive for program policies, practices and services to victims that adhere to best practices. For more information see: *Best Practices Guidelines for crime victim services*: https://dps.mn.gov/divisions/ojp/forms-documents/Documents/CVS/BestPracticesGuidelinesCurrent.pdf.

Definition – Accessible and Appropriate Services:

*S*ervices which are welcoming, culturally inclusive, physically accessible, and appropriate to all victims seeking assistance. Those working with victims are aware of the cultural, individual and role differences including those related to race/ethnicity, language, sex, gender, age, sexual orientation, physical and/or cognitive ability, social class, economic status, education, marital status, religious affiliation, and residency, without regard to immigration status.

Application Process

All applications must be submitted via E-grants, the OJP online grants management system, at https://app.dps.mn.gov/egrants/. **NOTE: When ready to submit your application, click on "View Status Options" from your Grant Menu and then click on "Apply Status" under the *Application Submitted* option.** (If you fail to do this your application won't actually be submitted.) For assistance submitting your application or navigating through the application, you should reference the Grantee/User Manual by clicking on the *Training Materials* link at the top of most E-grants screens.

To establish a new user account if you do not already have one, click on the purple "New User" option in the login box in the upper right corner of the E-grants homepage and fill out the profile. E-grants User Guides can be found on the OJP Grants webpage at: https://dps.mn.gov/divisions/ojp/grants/Pages/default.aspx

TECHICAL ASSISTANCE

- **For questions regarding the application, please call:**
  Chris Anderson, Office of Justice Programs, Minnesota Department of Public Safety: chris.anderson@state.mn.us or 651-201-7302.

- **For questions regarding the E-grants online submission process, please call:**
  1-800-820-1890 or helpdesk@agatesoftware.com

Application Components

The following will be addressed in the E-grants application:

A. Applicant Form
B. Terms and Conditions / Grant Program Guidelines / OJP Grant Manual
C. General and Administrative Standards
D. Narrative
E. Application Attachment – Full Organization Budget
F. Budget

A. **Applicant Form**
Applicants will input directly into E-grants information such as the authorized representatives, tax identification numbers and other identifying information. This will be the cover sheet of the application.

B. **Terms and Conditions / Grant Program Guidelines / OJP Grant Manual**
As part of submitting this application in E-grants you agree to the Terms and Conditions and the Grant Program Guidelines. These address State requirements such as worker's compensation and data privacy. In addition, grantees agree to follow the OJP Grant Manual which provides basic information on policies and procedures for grant administration. By

agreeing to these you are certifying you have the authority to make these commitments. Please print and review these documents with the appropriate agency staff prior to submitting the application in E-grants. These documents become by reference part of the formal grant contract agreement.

C. **General and Administrative Standards**
Check off these standards in E-grants, signifying your organization meets or has a plan for meeting all *General and Administrative Standards* by September 30, 2017.

D. **Narrative**
Address the following (1 through 4) in a *Microsoft Word* document with 1 inch margins, single spaced, with a 12 point font size. When ready to submit, upload the narrative in E-grants. To assist application reviewers, please use the numbered headings and sub-headings (in bold); follow the page guidelines provided; and when instructions say "list," please provide a list instead of a narrative paragraph.

1. **Current Organizational Information: 1-2 pages** (10 points)
   a. **Mission/History:** Provide your organization's mission statement and how many years you have been providing services.
   b. **Current Services:** Provide a list of the *primary* services your organization currently provides.
   c. **Population(s) Served:** Identify the primary population(s) you currently serve, (i.e., general geographic area, average age range, cultural or racial make-up, etc.).
   d. **Funding Sources:** List the major funding sources that currently support your program (i.e., ABC Foundation, United Way, OJP, etc.). Do not include funding amounts.

2. **Organizational Capacity: 3-4 pages** (40 points)
   a. **Capacity:** Describe your organization's capacity to operate a 24-hour statewide general crime victim phone and texting hotline, and your ability to deliver high quality general crime victim services, both through the hotline. Include:
      - your proposed timeline for starting up services;
      - your plan for staffing and staff training;
      - types of technology you will utilize;
      - how you will ensure 24-hour coverage;
      - how you will provide accessible and appropriate services for non-English speaking individuals and those who are deaf/hard of hearing;
      - your plan for training and utilizing volunteers; and
      - an outline of your proposed Policy & Procedures manual.
   b. **Collaboration:** Identify your major collaborative partners, and explain how your collaborative efforts improve the response to crime victims. Collaborative partners could include the criminal justice system, other crime victim agencies, community programs serving traditionally underserved populations, hospitals, housing agencies, public housing authority, social services, schools, etc.

3. **Community Outreach: 1-2 pages** (25 points)
   a. **Awareness:** Detail how you will create broad awareness of the availability of the toll-free 24-hour phone & texting hotline statewide (i.e., promotional and public relations activities, community training, use of media, new collaborations, etc.). Include strategies for increasing awareness across a broad spectrum of diverse populations.
   b. **Community Engagement and Partnerships:** Describe how you will strengthen community support (financial and otherwise) for your organization in FY17. Describe ways you will increase engagement with community partners and collaborators including promotional and fundraising events.

4. **Evaluation and Data Collection: 1 page** (15 points)
   a. **Process:** Describe your evaluation process.
   b. **Tools:** Describe the evaluation tools you will use to gather feedback from those you assist on the crisis phone and texting hotline in FY17.
   c. **Barriers:** Describe any barriers you anticipate to conducting effective evaluation.
   d. **Using Feedback:** Describe your process for using feedback to improve your program and services.
   e. **Data Collection:** Describe your plan and the person responsible for collecting data; data elements include: number of calls and texts; times of calls/texts; call wait time; and types of referrals made.

   For assistance on conducting evaluation, see the Wilder Research Program Evaluation Tip Sheets: https://dps.mn.gov/divisions/ojp/grants/Pages/program-evaluation.aspx.

E. **Application Attachment - Full Organization Budget**
   Upload a copy of your organization's total annual budget (from your most recent, board approved budget). Please indicate the percentage of the total annual budget that is dedicated to crime victim services and related activities.

F. **Budget** (10 points)
   Input budget directly into E-grants using only the *Other* column (leave the *VOCA-Eligible* and *Match* columns blank). Directions are available in the *Training Materials* link on most E-grants screens. Budget line items include: Personnel, Payroll Taxes & Fringe, Contract Services, Travel, Training, Equipment, Office Expenses, Program Expenses, Direct Client Assistance, and Other Expenses. (Not all line items need to be used.)

   Budget considerations include:
   - The budget covers a one-year period from Oct. 1, 2016 – Sep. 30, 2017.
   - All expenses must be itemized and allowable.
   - Calculations should be provided for all budget amounts.
   - Round figures to the nearest dollar.
   - Funding may be used to supplement but not supplant state and local government funds.
   - Indirect costs of up to 10% are allowed.

Application Review Process

This is a competitive application process. Review teams will read and rate applications according the following scale:

Current Organizational Information	10 points
Organizational Capacity	40 points
Community Outreach	25 points
Evaluation and Data Collection	15 points
Budget	10 points
TOTAL POINTS	100 points

Reviewers will be asked to rate each application based on the information provided in response to the RFP and the clarity, substance and strength of the case made for funding. A 2nd level staff review will consider budget analysis and current and past grantee performance including timeliness and completeness of financial and progress reporting. Final decisions will be made by the Commissioner of Public Safety and applicants will be notified of grant awards by Sept. 15, 2016.

Any appeals should be submitted in writing by September 30, 2016, to Raeone Magnuson, Executive Director, MN Office of Justice Programs, 445 Minnesota St., Suite 2300, St. Paul, MN 55101.

Post Award Requirements

- **Grant contract process.** After being selected for funding, OJP staff will work with the applicant to negotiate a final budget. The formal grant contract will be initiated, signed by grantee and OJP, and fully executed. It is then a legally binding agreement. Grant agreements not signed and returned within 30 days of receipt may be canceled.

- **Administrative capacity and risk assessment review.** All awarded grantees will need to have an administrative capacity and risk assessment review completed by OJP staff before the grant becomes operational.

- **Training.** Grantees may be required to attend new OJP grantee orientation training.

- **Progress Reporting.** Grantees will be required to submit narrative reports and data in a prescribed manner and cooperate with statewide evaluation efforts.

- **Grant payments.** This is a cost reimbursement grant. Grantees will only be paid for eligible expenses (after the grant contract is fully executed) that are incurred and are

consistent with the negotiated budget. Non-profit agencies may request a one-month's cash advance at the beginning of the grant period.

- **File Documents.** If selected to receive funding, the applicant must submit, or already have on file at OJP, the most current version of the following applicable documents prior to the issuance of a grant contract:
  - Current By-laws
  - Articles of Incorporation
  - IRS Form 990 for the 2 most recent years
  - Governing board roster

- **OJP Grant Manual.** Grantees agree to follow the OJP Grant Manual as part of the application process. The manual is a resource for how OJP manages grants and covers topics such as grant administration policies, program modification policies, general accounting requirements, etc. https://dps.mn.gov/divisions/ojp/grants/Documents/grant%20manual%20current.pdf

Right of Cancellation

The State reserves the right to cancel this solicitation if it is considered to be in its best interest. The State reserves the right to negotiate modifications to the application or to reject any and all applications received as a result of this Request for Proposals. The State will not award a grant contract solely on the basis of an application made in response to this request, or pay for information solicited or obtained as part of this process.