

**Victims of Crime Act Lead Entity Services
to Victims of Domestic Violence Program
INSTRUCTIONS
NOFO # 1745-2440**

Task	Date
NOFO posted	January 31, 2023
NOFO question submission deadline	February 24, 2023
Applications due	5:00 p.m. CST, March 1, 2023
Budget Committee review/approval of recommended designations	June 2023
Performance Period	July 1, 2023, to June 30, 2024

CHECKLIST

Prior to application due date:

- [Register with the System for Award Management \(SAM\), Obtain a Unique Entity ID #](#)
- [Apply for, update or verify the Employer Identification Number \(EIN\)](#)
- [Complete registration in the Grantee GATA Portal](#)

Submission Checklist:

- Uniform Application for State Grant Assistance
 - Submitted in PDF (signed and scanned)
 - Submitted in a Word file
- Program Narrative –Do not change the format of this document.
 - Submitted in a Word file.
- Budget/Budget Narrative
 - Submitted in Excel format (no signatures required for this document at this time)

The documents listed above should be zipped in a single folder. Each individual document should be named following naming conventions listed on page 13 and emailed to:

CJA.VocaLeadEntity.dv@illinois.gov

Uniform Notice for Funding Opportunity (NOFO)
Victims of Crime Act Lead Entity Services for Victims of Domestic Violence Program

	Data Field	
1.	Awarding Agency Name:	Illinois Criminal Justice Information Authority (ICJIA)
2.	Agency Contact:	Ronnie J. Reichgelt Victim Services Programs Administrator Illinois Criminal Justice Information Authority 60 East Van Buren St, Suite 650 Chicago, Illinois 60605 Ronnie.reichgelt@illinois.gov 312-793-8550
3.	Announcement Type:	<input checked="" type="checkbox"/> Initial announcement <input type="checkbox"/> Modification of a previous announcement
4.	Type of Assistance Instrument:	Grant
5.	Funding Opportunity Number:	Lead Entity Services for Victims of Domestic Violence Program
6.	Funding Opportunity Title:	Victims of Crime Act Lead Entity Services for Victims of Domestic Violence Program
7.	CSFA Number:	546-00-1745
8.	CSFA Popular Name:	Victims of Crime Act Lead Entity Services for Victims of Domestic Violence Program
9.	CFDA Number(s):	16.575
10.	Anticipated Number of Awards:	1
11.	Estimated Total Program Funding:	\$10,060,000
12.	Award Range	Not Applicable
13.	Source of Funding:	<input checked="" type="checkbox"/> Federal or Federal pass-through <input type="checkbox"/> State <input type="checkbox"/> Private / other funding
14.	Cost Sharing or Matching Requirement:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
15.	Indirect Costs Allowed Restrictions on Indirect Costs	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
16.	Posted Date:	January 31, 2023
17.	Application Range:	February 1, 2023 – March 1, 2023
18.	Technical Assistance Session:	Session Offered: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Session Mandatory: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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Notice of Funding Opportunity

Victims of Crime Act Lead Entity Services for Victims of Domestic Violence Program

A. Program Description

The Illinois Criminal Justice Information Authority (ICJIA) is a state agency dedicated to improving the administration of criminal justice. ICJIA brings together key leaders from the justice system and the public to identify critical issues facing the criminal justice system in Illinois and propose and evaluate policies, programs, and legislation that address those issues. The statutory responsibilities of ICJIA fit into four areas: grants administration, research and analysis, policy and planning, and information systems and technology.

The federal Victims of Crime Act (VOCA) was passed in 1984 for the purpose of compensating and assisting victims of crime and providing funds for training and technical assistance.

ICJIA is the state agency charged with the administration of the Illinois' Victims of Crime Act Victim Assistance Formula Grant Program. This program is supported by fines and penalties levied against criminals convicted of federal crimes and allocated to states by formula by the Office for Victims of Crime of the U.S. Department of Justice. In federal fiscal year 2022, Illinois received a VOCA award of \$53.6 million.

VOCA grants must support the provision of direct services to victims of crime. States are required to allocate a minimum of 10 percent of funds received for services to each of the following: victims of sexual assault, domestic violence, child abuse, and underserved victims of violent crime. *VOCA funds may not be used to supplant or replace state and local funds that would otherwise be available for crime victim services and must be used to develop new projects or expand existing projects.*

For more information on the VOCA Program please visit: <http://ojp.gov/ovc/about/victimsfund.html>

In 2022, ICJIA convened the Victim Service Planning Ad Hoc Committee to recommend priority funding areas for victim service funds. To better coordinate federal funding for victim services in Illinois, ICJIA uses the Committee's recommendations to guide the administration of VOCA funds. Historically, this committee has been comprised of representatives from victim service and community-based organizations, child welfare, public health, criminal justice stakeholders, such as law enforcement and prosecutors, and ICJIA Board members. To help increase equity and address racial and ethnic disparities in victim services, ICJIA makes a targeted effort to ensure that the Committee is diverse and that underserved victim populations are represented. The final report's recommendations were approved by ICJIA Board in December 2022. These recommendations outline a comprehensive plan to address victims' needs in Illinois and are reflected in this funding opportunity where appropriate.

Authorizing Statutes

VOCA established the Crime Victims Fund (34 U.S.C. 20101(c)) for the purpose of creating a special mandatory spending account dedicated to helping victims of all types of crimes. The Crime Victims Fund supports the following:

- Children's Justice Act grants;
- U.S. Attorney's victim/witness coordinators;
- F.B.I victim assistance specialists;
- Federal Victim Notification System;
- OVC discretionary grants;
- State compensation formula grants;
- State victim assistance formula grants; and
- Antiterrorism Emergency Reserve.

The Illinois Criminal Justice Information Act (20 ILCS 3930//1 *et seq.* established ICJIA as the agency

to apply for, receive, establish priorities for, allocate, disburse and spend grants of funds that are made available...from the United States pursuant to the federal Crime Control Act of 1973, as amended, and similar federal legislation, and to enter into agreements with the United States government to further the purposes of this Act, or as may be required as a condition of obtaining federal funds. 20 ILCS 3930/7(k).

In addition, distribution of federal funds through the Victims of Crime Act of 1984 by the Illinois Criminal Justice Information Authority is authorized by 20 Ill. Admin. Code 1520.40, which states in pertinent part that ICJIA will

annually review Section 1404 of the Victims of Crime Act of 1984 (P.L. 98-473, effective October 12, 1984) and based on the requirements of Section 1404(a) and (b), the need for services to victims and the services available to address that need, as evidenced by oral and written comment and testimony received at public meetings conducted pursuant to the Open Meetings Act [5 ILCS 120/1 *et seq.*], select program priorities for each federal fiscal year.

The agency must comply with all applicable provisions of state and federal laws and regulations pertaining to nondiscrimination, sexual harassment and equal employment opportunity, including, but not limited to: The Illinois Human Rights Act (775 ILCS 5/1-101 *et seq.*), The Public Works Employment Discrimination Act (775 ILCS 10/1 *et seq.*), The United States Civil Rights Act of 1964 (as amended) (42 USC 2000a-and 2000H-6), Section 504 of the Rehabilitation Act of 1973 (29 USC 794), The Americans with Disabilities Act of 1990 (42 USC 12101 *et seq.*), and The Age Discrimination Act (42 USC 6101 *et seq.*).

1. *Purpose*

The purpose of this Notice of Funding Opportunity is to fund core services for victims of domestic violence. Through this opportunity, a lead entity will distribute funds to sub-grantees and be responsible for the fiscal oversight and quality assurance of its sub-grants. The applicant will conduct structured monitoring of all sub-grantees and provide subject matter expertise and technical

assistance to sub-grantees, that follow exact policies and procedures established by the grantor and abide by all Federal rules and guidelines related to the Department of Justice grants, specifically the Office on Victims of Crime.

2. Program Design

According to the Office for Victims of Crime, domestic violence refers to physical, sexual, emotional, and financial abuse or other controlling behavior perpetrated by a current or former intimate partner or a family member.¹ In Illinois, Uniform Crime Report data indicated that more than 111,000 domestic offenses were reported to law enforcement in 2019.² However, findings of a nationally representative survey examining the prevalence of victimization in the United States indicate that over half of domestic violence offenses are not reported to law enforcement.³ Data collected by service providers and entered into InfoNet, ICJIA's web-based victim services database containing deidentified domestic violence client and service information, revealed 49,433 domestic violence victims had received services from an Illinois domestic violence agency in 2021.⁴ These domestic violence service providers also responded to 112,345 hotline calls from victims.

Domestic violence victims experience physical injuries, such as fractures and head trauma, and mental health symptoms, including anxiety, suicidal behavior, depression, and difficulty sleeping.⁵ They also suffer economic impacts; victims have reported being harassed by abusers at work, having to leaving their jobs or being fired because of factors related to their abuse, and being forced to take on debt that negatively affected their future financial stability.⁶

Core Services

Core services help to restore victims' sense of safety and are crucial for domestic violence victims' healing and well-being. In a recent study of Illinois victim service providers, participants identified core services as crisis intervention, counseling, case management, and advocacy.⁷ Furthermore, more than half of study participants indicated counseling and crisis intervention services were

¹ Office for Victims of Crime. (n.d.). *Domestic violence*. U.S. Department of Justice. https://ovc.ojp.gov/sites/g/files/xyckuh226/files/pubs/helpseries/HelpBrochure_DomViolence.html

² Illinois Criminal Justice Information Authority. (n.d.). *Illinois Uniform Crime Reports (UCR) domestic crime offense*. <https://icjia.illinois.gov/researchhub/datasets/illinois-uniform-crime-reports-ucr-domestic-crime-offense>

³ Thompson, A., & Tapp, S. N. (2022). *Criminal victimization, 2021*. U.S. Department of Justice. <https://bjs.ojp.gov/content/pub/pdf/cv21.pdf>

⁴ ICJIA InfoNet system

⁵ Houston-Kolnik, J. D., Kirkner, A., Guharay, R., & Hiselman, J. (2019). *Domestic violence trends in Illinois: Victimization characteristics, help-seeking, and service utilization*. Illinois Criminal Justice Information Authority. <https://icjia.illinois.gov/researchhub/articles/domestic-violence-trends-in-illinois-victimization-characteristics-help-seeking-and-service-utilization>

⁶ National Coalition Against Domestic Violence. (2016). *Economic and financial abuse*. https://assets.speakcdn.com/assets/2497/economic_abuse.pdf

⁷ Vasquez, A. L., Gonzalez, L. F., Nguyen, S., Schaffner, C., Hiselman, J., Smith, E., Hailey, S., & Reichgelt, R. (in press). *2022 victim service planning research report*. Illinois Criminal Justice Information Authority.

essential or high priority victim services.⁸ Information and referrals, advocacy, and emotional support and safety are core services for victims of domestic violence as they play pivotal roles in facilitating safety and healing. Core services for domestic violence victims include:

- **Information and referrals:** Providing information includes educating victims on how the criminal justice system works, their rights, and how to apply for crime victim compensation. Referrals involve connecting victims to providers that can address specialized service needs, such as to mental health care and legal advocacy.
- **Advocacy:** Advocacy refers to assistance provided to help address victims' physical, legal, and financial needs. To address victims' physical needs, advocates assist them in applying for public benefits and relocating to safer living situations and by accompanying them during emergency room visits and forensic exams or interviews. It also includes securing supportive services, such as child or dependent care, transportation assistance, and translation services. Legal advocacy involves helping victims obtain emergency orders of protection, notifying them of scheduled court proceedings, and accompanying them to court. Victims' financial needs are met through employment, educational, and economic assistance services and life skills training that empower victims to work toward financial stability.
- **Emotional support and safety:** Services that provide emotional support and safety to victims include crisis intervention, counseling, support groups, therapy, and case management. Crisis intervention and counseling services may be available remotely or in-person. The domestic violence hotline is an example of phone-based crisis intervention services.

Research has demonstrated victims benefit from domestic violence agency services. Victims receiving services from domestic violence agencies in Chicago reported that the programs helped them to meet their needs and increased their knowledge of how to stay safe.⁹ In addition, domestic violence services have been linked to improved economic outcomes, including increases in annual incomes and changes in employment status from unemployed to employed or from part-time to full-time employment.¹⁰ Domestic violence victims receiving core services, including advocacy and emotional support, reported positive outcomes, such as increased social support, higher quality of life and self-esteem, and decreased violence.¹¹

⁸ Vasquez, A. L., Gonzalez, L. F., Nguyen, S., Schaffner, C., Hiselman, J., Smith, E., Hailey, S., & Reichgelt, R. (in press). *2022 victim service planning research report*. Illinois Criminal Justice Information Authority.

⁹ Chicago Department of Family and Support Services (n.d.). *Domestic violence service evaluation report 2010-2011: An evaluation of the Family Violence Prevention Initiative (FVPI) programs*. https://www.chicago.gov/content/dam/city/depts/fss/supp_info/DV/DVReports/20102011DFFSFVPIServiceEvaluationFinal.pdf

¹⁰ Riger, S., George, C. C., Byrnes, B., Durst-Lee, L., & Sigurvinsdottir, R. (2016). *Domestic violence outcome measures project*. Loyola University Chicago Center for Urban Research and Learning. <https://static1.squarespace.com/static/51e86261e4b00dfa7317c09b/t/57e9cd03ff7c500c07addea0/1474940169358/Final+DV+Outcome+Report+9+21+16+-+Final+revisions.pdf>

¹¹ Sullivan, C. M. (2018). Understanding how domestic violence support services promote survivor well-being: A conceptual model. *Journal of Family Violence*, 33, 123-131.

3. Program Requirements

Lead Entity Requirements

1. Agency Capacity and Experience

To qualify as a lead entity, the applicant must have a statewide network of direct services providers in place and possess subject matter expertise, an established record of providing services specific to the VOCA grant, and the structural capacity in place to oversee all aspects of monitoring its sub-grantees. The applicant must also comply with all applicable state and federal statutes, regulations, and the terms and conditions of this grant. The applicant must comply with Grant Accountability and Transparency Act (GATA) requirements and submit quarterly data and monthly fiscal reports to ICJIA.

2. Grant-making

The applicant shall utilize a competitive bidding process for the application process; each Notice of Funding Opportunity (NOFO) will be reviewed and approved by ICJIA prior to being published. The applicant must also provide ICJIA with its NOFO review panel conflicts of interest protocol and objective scoring system for approval. NOFO application review panels must include stakeholders from varied backgrounds. The applicant must make fiscal and programmatic technical assistance available to all sub-grantees.

3. Monitoring

The applicant shall monitor sub-grantees to ensure compliance with state and federal statutes, regulations, and the terms and conditions of the sub-grant. All sub-grantees must comply with GATA requirements, submit monthly or quarterly data and fiscal reports to the applicant, and be subject to site visits by the applicant. The applicant's monitoring protocol must be approved by ICJIA.

Throughout the grant period, the applicant must submit quarterly data and fiscal reports to ICJIA and will be subject to site visits by ICJIA to evaluate the applicant's own program outcomes and fiscal management as well as their monitoring of sub-grantees.

Sub-grantee Programmatic Requirements

Program Elements: The applicant must incorporate the following program elements in sub-grants:

- Core services for victims of domestic violence: services that provide victims with information and referrals, advocacy, and emotional support and safety.
- A low barrier screening and intake process.
- Hours of operation and intake beyond traditional working hours.
- Translation and interpretation services.
- Transportation support for clients that request this support. This support can include transportation costs and assistance to enable victims to receive services and to participate in criminal justice proceedings.
- Trauma-skills training for staff to improve trauma-informed responses to clients.
- Services provided free of charge.
- Sub-grantees must comply with all prescribed assessment tools and reporting requirements.
- Sub-grantees must be subject to site visits by both the applicant and ICJIA.
- Sub-grantees must make available all fiscal, personnel, and programmatic data to the applicant and ICJIA.

The applicant is strongly urged to incorporate the following program element in sub-grants:

- Assistance with childcare to enable victims to receive grant-funded direct services and attend criminal justice and other public proceedings related to the victimization. Except as mentioned in 28 CFR 94.119(a)(6), “childcare” means the temporary supervision of minors under the care of the victim, provided by a VOCA-eligible victim service provider, during the period of time the caretaker-victim is receiving a grant-funded allowable direct service from the victim service provider. Childcare services must be provided on location at the victim service provider and meet any additional federal, state and ICJIA requirements.

4. Administrative Costs for Budget and Budget Narrative

NEW Lead entity applications must include all associated administrative costs, including indirect costs, in the proposed budget/budget narrative. Administrative costs are capped at a maximum of **5% of the award or budget for VOCA**. All costs must be **directly** related to the administration of the proposed program and may include:

- Personnel and fringe costs for direct supervision of program activity as listed in application
- Associated travel
- Supplies
- Training and certification for program staff
- Indirect costs

All costs must be included on the Excel budget with a detailed explanation of the cost and the relationship to the administration of the program included in the budget narrative.

4. Goals and Performance Metrics

Funded programs will be required to submit quarterly progress reports that will minimally include the following information based on the objectives the applicant agencies propose.

1. Lead Entity

The applicant will be required to submit quarterly data reports reflecting information about these performance measures and may be asked to collect additional measures to track program progress and outcomes. Some objectives may only apply during the first quarter.

GOAL: Through the oversight of sub-grantees, provide victims with core services that 1) respond to their emotional, psychological, or physical needs; 2) help victims of crime to stabilize their lives after victimization; 3) help victims understand and participate in the criminal justice system; and 4) provide victims with a measure of safety and security.	
Objectives	Process Performance Measures
Review accuracy of sub-grantee data reports and enter aggregate data into the federal Performance Measurement Tool (PMT) system on a quarterly basis.	<ul style="list-style-type: none">● Number of sub-grantee data reports received and reviewed.● Percentage of data reports received that were included in the aggregate PMT report.● Was PMT submission on time?
Perform a minimum of 50% site visits per sub-grantee during award period (some sub-grantees may require more than the established minimum).	<ul style="list-style-type: none">● Submit site visit schedule to ICJIA for approval.● Percentage of sub-grantees subjected to the minimum number of site visits during their award period.● Percentage of sub-grantees exceeding the minimum number of site visits.
Provide a Plan of Corrective Action for all sub-grantees that require such, with XX% of sub-grantees verifying the correction action was taken within XX days.	<ul style="list-style-type: none">● Number of sub-grantees identified as requiring corrective action.● Number notified and provided with a Plan of Corrective Action.● Percentage rectifying the corrective action within required timeframe.
Provide fiscal and programmatic technical assistance to all sub-grantees that request such assistance.	<ul style="list-style-type: none">● Type of fiscal and programmatic technical assistance offered by applicant.● Number of sub-grantees that requested fiscal and technical assistance.● Number of sub-grantees receiving such assistance.
Provide trauma-based skills training for staff	<ul style="list-style-type: none">● Number of trauma-based skills trainings provided to staff.
Attend all required trainings hosted by ICJIA.	<ul style="list-style-type: none">● Number of trainings offered.

- | | |
|--|--|
| | <ul style="list-style-type: none"> • Number of trainings attended (attach summary of training and attendees). |
|--|--|

5. Priorities

While this funding opportunity responds to several priorities established by the 2022 ICJIA Ad Hoc Victim Services Committee, it most directly addresses priority areas Priority #6 Fund direct core direct services to victims of all crime types, Priority #10: Expand trauma-informed and trauma-focused services, and Priority #11: Promote the use of evidence-informed (or promising) and evidence-based practices and programming that have been successfully implemented with diverse victim populations.

6. Evidence-Based Programs or Practices

Applicants are strongly encouraged to utilize evidence-informed practices for delivering services, when appropriate. If programs propose the use of evidence-informed practices they should thoroughly describe the practice, identify the population(s) the practice will be used with, and cite evidence demonstrating the practice's efficacy with the intended population(s).

7. Trauma-Informed Practices

The applicant is required to provide services that integrate trauma-informed practices, including strategies for mitigating vicarious trauma among staff. Vicarious trauma occurs when providers experience traumatic stress reactions as a result of exposure to another person's traumatic experiences, rather than from direct exposure to a traumatic event, and includes hearing or learning about others' victimization.¹² Programs should describe their current use of trauma-informed practices and identify strategies for monitoring their implementation.

B. Funding Information

1. Award period

Grant awards resulting from this opportunity will have a target period of performance of July 1, 2023, to June 30, 2024. Additional funding of up to 24 months may be awarded after the initial funding period, contingent upon satisfactory performance and availability of funds. Total funding for the grant program will not exceed 36 months.

¹² Newell, J. M. & MacNeil, G. A. (2010). Professional burnout, vicarious trauma, secondary traumatic stress, and compassion fatigue: A review of theoretical terms, risk factors, and preventive methods for clinicians and researchers. *Best Practices in Mental Health: An International Journal*, 6, 57-68.

2. Available Funds

A total of \$10,060,000 in funding is available through this solicitation.

Agreements that result from this funding opportunity are contingent upon and subject to the availability of funds.

C. Eligibility Information

Before applying for any grant, all entities must be registered through the Grant Accountability and Transparency Act (GATA) Grantee Portal at www.grants.illinois.gov/portal. During the open application period, a pre-qualification verification is performed in the GATA Implementation Website, this includes checking SAM.gov registration, Illinois Secretary of State standing, and status on Illinois Stop Payment List. The GATA Portal will indicate a “Good Standing” status or state the issue and steps on how to achieve “Good Standing”.

Applicants are also required to submit a financial and administrative risk assessment utilizing an Internal Controls Questionnaire (ICQ) for state fiscal year 2022 before March 1, 2023 and obtain approval from their cognizant agencies before execution of the grant agreement. Delay in obtaining SFY22 ICQ approval will result in a delay in grant execution.

1. Eligible Applicants

Eligible applicants must have a statewide network of direct services providers in place and possess subject matter expertise, an established record of providing services specific to the VOCA grant, and the structural capacity in place to oversee all aspects of monitoring its sub-grantees. The agency must be pre-qualified through the Grant Accountability and Transparency Act Grantee Portal, www.grants.illinois.gov, to become eligible to apply for an award. During pre-qualification, Dun and Bradstreet verifications are performed, including a check of Debarred and Suspended status. The pre-qualification process also includes a financial and administrative risk assessment utilizing an Internal Controls Questionnaire. If deemed ineligible, the applicant will be notified that it is ineligible for award as a result of the Dun and Bradstreet verification. The agency will then be informed of corrective action needed to become eligible for a grant award.

2. Cost Sharing or Matching

Please Note: As per the National Emergency Pandemic Mandatory Match Waiver Policy, NO Match is required for this application. Grantees will have the option of either accepting the match waiver opportunity or not. Those that wish not to participate in the Match Waiver, that is they wish to include match in the submitted budget, will be asked to submit a formal declination.

If the applicant wishes to decline the match waiver, and include match in the submitted budget, match is calculated as 20 percent of the total cost of the project funded. Federal grant funds requested under this application may not exceed 80 percent of the total cost of the project. Match can be made in both cash and/or in-kind contributions. Cash, or in-kind resources used as match must be spent in support of the program’s goals and objectives.

In-kind match includes volunteered professional or personal services, office materials and equipment, workspace and facilities, and non-program funded victim assistance activities. Any reduction or discount provided to a sub-recipient shall be valued as the difference between what the sub-recipient paid and what the provider's nominal or fair market value is for the good or service. The value placed on volunteered services must be consistent with the rate of compensation paid for similar work in the program or the labor market. The value of donated space may not exceed the fair rental value of comparable space. The value placed on loaned or donated equipment may not exceed its fair rental or market value.

Refer to 28 CFR 200.306 for more information on match types and match requirements.

Example:

<u>Total Project Cost:</u>	\$100,000
20 percent matching funds (\$100,000 x .20):	\$ 20,000
Federal funds requested (\$100,000 x .80):	\$ 80,000

3. Indirect Cost Rate

1. In order to charge indirect costs to a grant, the applicant must have an annually negotiated indirect cost rate agreement (NICRA) or elect to use a standard *de minimis* rate. There are three types of allowable indirect cost rates:

(a) Federally Negotiated Rate. Organizations that receive direct federal funding, may have an indirect cost rate that was negotiated with the Federal Cognizant Agency. Illinois will accept the federally negotiated rate.

(b) State Negotiated Rate. The organization may negotiate an indirect cost rate with the State of Illinois if they do not have a Federally Negotiated Rate. If an organization has not previously established an indirect cost rate, an indirect cost rate proposal must be submitted through the State of Illinois' centralized indirect cost rate system no later than three months after receipt of a Notice of State Award (NOSA). If an organization previously established an indirect cost rate, the organization must annually submit a new indirect cost proposal through the centralized indirect cost rate system within the earlier of: six (6) months after the close of the grantee's fiscal year; and three (3) months of the notice of award.

(c) De Minimis Rate. An organization that does not have a current negotiated indirect cost rate with the Federal Government or the State of Illinois is eligible to elect a *de minimis* rate of 10% of modified total direct cost (MTDC). Once established, the *de minimis* rate may be used indefinitely. The State of Illinois must verify the calculation of the MTDC annually in order to accept the *de minimis* rate.

Grant fund recipients are required to complete the indirect cost rate proposal process every state fiscal year. If you plan to include indirect costs in your budget, please select your indirect cost rate through the GATA Grantee portal prior to submitting your grant documents to ICJIA.

Grantees have discretion and can elect to waive payment for indirect costs. Grantees that elect to waive payments for indirect costs cannot be reimbursed for indirect costs. The organization must record an election to “Waive Indirect Costs” into the State of Illinois’ centralized indirect cost rate system. Indirect Cost election must be completed annually, for every State fiscal year.

D. Application and Submission Information

1. Accessing Application Package

Application documents must be obtained at <https://icjia.illinois.gov/grants/funding/> by clicking on the link titled “Victims of Crime Act Lead Entity Services for Victims of Domestic Violence Program.” Paper copies of the application materials may be requested from Ronnie J Reichgelt by: calling 312-793-8550; mailing Ronnie J Reichgelt, 60 East Van Buren Street, Sixth floor, Chicago, Illinois 60605; or via Telephone Device for the Deaf (TDD) (312)793-4170.

Applications, however, may only be submitted via email, to:

CJA.VocaLeadEntity.dv@illinois.gov

2. Content and Form of Application Submission

a) Forms and Formatting.

The complete application must be emailed to CJA.VocaLeadEntity.dv@illinois.gov. The applicant agency name should appear in the Subject line of the email. Each document attached to the email must be submitted in the manner and method described below.

Applications will be rejected if any documents or pages are missing.

Document	Document Name	PDF	Word	Excel
Uniform Application for State Grant Assistance – This form must be completed, signed, and scanned (PDF), and provide a Word file as well	<i>“Agency Name – Application”</i>	X	X	
Program Narrative – This document must meet the requirements outline in Section A. Do not change the format of this document.	<i>“Agency Name – Program Narrative”</i>		X	
Budget/Budget Narrative – This document is an Excel workbook, with several pages (tabs). The last tab has instructions if clarification is needed.	<i>“Agency Name – Budget”</i>			X

b) Application Formatting

Program Narratives may not exceed 30 pages, including proposal questions, and must be double-spaced and written in 12-point, Times New Roman font. Do not delete template questions from your response. Applications that do not follow the mandatory formatting will be eliminated from consideration for review and funding consideration.

3. Unique Entity Identification Number (UEI) and System for Award Management (SAM)

Applicants are required to:¹³

Be registered in SAM before submitting its application. To establish a SAM registration, go to www.SAM.gov/SAM.

(b). Provide a Unique Entity Identification Number. Unique Entity Identifier (UEI) is now the primary means of identifying entities registered for federal awards government-wide in the System for Award Management (SAM).

If your entity is already registered in SAM, it has been assigned a UEI. Instructions regarding the migration from DUNS to UEI have been posted in the GATA website.

(c). Continue to maintain an active SAM registration with current information while it has an active award or an application under consideration. ICJIA may not make a Federal pass-through or State award to an applicant until the applicant has complied with all applicable SAM requirements. If an applicant has not fully complied with the requirements by the time ICJIA is ready to make an award, ICJIA may determine that the applicant is not qualified to receive an award, and may use that determination as a basis for making a federal pass-through or state award to another applicant.

¹³ Exempt from these requirements are individuals or agencies under 2 CFR § 25.110(b) or (c) and those with an exception approved by the federal or state awarding agency under 2 CFR § 25.110(d).

4. Submission Dates, Times, and Method

Completed application materials must be received by and in possession of the email address CJA.VocaLeadEntity.dv@illinois.gov by 5:00 p.m., March 1, 2023, to be considered for funding. Upon receipt, an automated confirmation receipt will be emailed. Proposals will not be accepted by mail, fax, or in person. Late or incomplete submissions will not be reviewed, including email submissions delayed due to state email security clearance. Agencies are encouraged to submit their applications 72 hours in advance of the deadline to avoid unforeseen technical difficulties. Technical difficulties should be reported immediately to ICJIA at CJA.VocaLeadEntity.dv@illinois.gov.

5. Application Questions

Questions may be submitted via email at CJA.VocaLeadEntity.dv@illinois.gov. The deadline for submitted questions is 5:00 p.m. on February 24, 2023. All substantive questions and responses will be posted on the ICJIA website at <https://icjia.illinois.gov/gata>. Due to the competitive nature of this solicitation, applicants may not discuss the opportunity directly with any ICJIA employee other than via this email address.

6. Funding Restrictions

- a) Federal Financial Guide. Applicants must follow the current edition of the Department of Justice Grants Financial Guide which details allowable and unallowable costs is available at: https://ojp.gov/financialguide/doj/pdfs/DOJ_FinancialGuide.pdf. Costs may be determined to be unallowable even if not expressly prohibited in the Federal Financial Guide.
- b) Prohibited Uses. The following is a non-exhaustive list of services, activities, goods, and other costs that cannot be supported through this NOFO:
 - Active investigation and prosecution of criminal activities.
 - Capital expenses, including property losses and expenses, real estate purchases, mortgage payments, and most capital improvements.
 - Compensation for victims of crime.
 - Crime prevention.
 - Food and beverage costs, except for emergency food.
 - Forensic medical examinations.
 - Fundraising activities.
 - In-patient mental health care including in-patient substance use counseling.
 - Legal services provided by attorneys.
 - Lobbying and advocacy with respect to legislation, regulations or administrative policy.
 - Most medical care costs.
 - Research and studies, except for project evaluations.
 - Salaries and expenses for management, unless expressly allowed in the VOCA Final Rule.
 - Transitional housing programming.
 - Tort or criminal defense services.

- Vehicle purchase.
 - Land acquisition.
 - New construction.
 - Renovation, lease, or any other proposed use of a building or facility that will either (a) result in a change in its basic prior use or (b) significantly change its size.
 - Minor renovation or remodeling of a property either (a) listed or eligible for listing on the National Register of Historic Places or (b) located within a 100-year flood plain.
 - Implementation of a new program involving the use of chemicals.
- c) Allowable expenses. All expenses must be reasonable, necessary, and allocable to the program. The following is a non-exhaustive list of services, activities, goods, and other costs that can be supported through this NOFO:
- Childcare: Assistance with childcare to enable a victim who is a caregiver to accomplish activities established in their individual service plan (or comparable document), including court proceedings arising from victimization.
 - Personnel costs for direct service providers and necessary supervision of direct service providers.
 - Project evaluations of specific projects to gauge project effectiveness. All project evaluations by external parties must be pre-approved by ICJIA.
 - Public awareness and education presentations conducted in public forums that are designed to inform crime victims of specific rights and services and provide them with (or refer them to) services and assistance. Limited to 40 hours per month per sub-grantee.
 - Relocation assistance provided as part of a victim's service plan, necessary for the safety and well-being of the victim, and needed as a result of a victimization. Relocation assistance may include reasonable moving expenses, security deposits on housing, rental expenses, and utility startup costs.
 - Technology that is reasonable and necessary for direct service providers.
 - Training of direct-service staff, including the required trauma training and additional training that would assist staff in serving victims.
 - Training-related travel expenses for staff are subject to the Illinois State Travel Guide with the exception of out-of-state lodging which is subject to General Services Administration rates. Out-of-state training costs including transportation, training fees and conference registrations are all subject to ICJIA policy: Out-of-State travel costs are limited to 2 out-of-state trainings per sub-grantee, with a maximum of 3 staff members attending each training.
 - Training of direct-service volunteers when such direct services will be primarily done by volunteers. Training-related travel for volunteers cannot be funded.
 - Transportation (local) costs for direct service providers and for victims to receive victim services. Transportation to facilitate participation in criminal justice proceedings is limited to non-witness victims. Direct payments of funds to victims for transportation costs are not allowed.

- d) **Pre-Award Costs.** No costs incurred before the start date of the grant agreement may be charged to awards resulting from this funding opportunity.
- e) **Pre-approvals.** Prior approvals may affect project timelines. Submission of materials for ICJIA approval should be incorporated into the application Implementation Schedules. ICJIA may require prior approval of the following:
- Out-of-state travel
 - Certain Requests for Proposals (RFPs), procurements, and sub-contracts
 - Conference, meeting, and training costs
- f) **State Travel Guidelines.** Travel costs charged to ICJIA must conform to State Travel Guidelines, found here: <https://www2.illinois.gov/cms/Employees/travel/Pages/TravelReimbursement.aspx>. Out-of-state hotel rates are based on the General Service Administration (GSA) guidelines found here: <https://www.gsa.gov/travel/plan-book/per-diem-rates>. Applicant agencies with lower cost travel guidelines than the State of Illinois must use those lower rates.
- g) **Proposed Subawards and Subcontracts.** Applicants may propose to enter into subawards or subcontracts under this award, each of which involve different rules and applicant responsibilities. A subaward carries out a portion of the grant agreement while a contract is often for obtaining goods and services for the grantee's own use. 44 Ill. Admin Code 7000.240. If a third party will provide some of the essential services or develop or modify a product that the applicant has committed to provide or produce, ICJIA may consider the agreement with the third party a subaward for purposes of grant administration.

Applicants must classify each expense in the contractual budget as a subaward or subcontract. The substance of the agreement, not the title or structure of the agreement, will determine whether it is a subaward of a subcontract. Applicants are advised to use the “Checklist for Contractor/Subrecipient Determinations” available at the GATA Resource Library for guidance: <https://www.illinois.gov/sites/gata/pages/resourcelibrary.aspx>.

Applicants are required to justify their use of subawards and explain their capacity to serve as “pass-through” entities in the program narrative. Applicants will monitor subaward compliance with grant terms, applicable federal and state law including the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Award, 2 C.F.R. Part 200, Grant Accountability and Transparency Act, 30 ILCS 708/1 *et al.*, and ICJIA policies. Proposed subawards must be identified, if possible, and their roles described in both the program and budget narratives.

For procurement contracts, applicants are encouraged to promote free and open competition in awarding contracts. All subcontracts must comply with federal and state requirements.

7. Requirement Prior to Submitting the Application

1. All Applicants must register their organization at the GATA Grantee Portal: <https://grants.illinois.gov/portal/> .
2. To submit an application, the registered organization must be in Good Standing for all GATA Pre-qualification requirements.

Applicants are advised to view the following technical assistance recordings prior to application submission. All recordings are located on the [ICJIA YouTube channel](#).

- [Register in the GATA Grantee Portal](#)
- [Creating a GATA Grantee User Account](#)
- [Getting to know GATA and the GATA Grantee Portal](#)
- Learn about the: Online Self-paced Grant Course: [YOUR RECIPE FOR GRANT SUCCESS](#)

E. Application Review Information

1. Accessing Application Package

Application materials must address all components of this NOFO and demonstrate both a need for the program and an ability to successfully implement the program. Reviewers will score applications based on completeness, clear and detailed responses to program narrative questions, and inclusion of all mandatory program elements as well as past performance history and/or financial standing with ICJIA. The applicant must demonstrate that costs are reasonable, necessary, and allowable.

The total number of points available is 100.

Scoring Criteria	Possible Points
Summary of the Program: Response provides a clear summary of the agency's history and expertise in the provision of services to victims, include including information on the statewide network of direct service providers you will fund through this program, including information on training and technical assistance provided.	5
Statement of the Problem:	10
1. Response clearly describes problem which demonstrates the need for the proposed program. This may include a description of available indicators on the extent of victimization and services sought in applicant service area.	5
2. Response clearly describes challenges and barriers to the provision of direct services in the services area.	5
Project Implementation:	14
1. Response clearly describes the agency's fiscal experience and	10

capacity to manage grants. Include total staff dedicated to all victim services at the organization and all funding sources that support victim service programming and include quantitative (e.g. size of budget and number of grants) and qualitative (e.g. process and procedure, summary of previous management) descriptions.	
2. Response states who will oversee the program, including titles, duties, primary qualifications, and mandatory training and/or certifications.	2
3. Response clearly describes the agency's plan for program sustainability and includes specific activities that address the sustainability of the program.	2
Project Management: Grant-Making:	12
1. Response clearly describes the competitive grant process, including required documents, the review process, staff involved in the review process, and how final funding decisions are determined.	8
2. Response clearly describes the notification and appeal processes for unapproved applications.	4
VOCA Mandated Requirements :	6
1. Response clearly describes how the Lead Entity will ensure that sub-grantees will promote the VOCA Victim's Compensation program to participants.	2
2. Response clearly describes how the Lead Entity will ensure the utilization of volunteers.	2
3. Response clearly describes how the Lead Entity will promote community efforts to aid crime victims	2
Requirements for Sub-grantee Programs:	22
1. Response clearly describes the sub-grant eligibility requirements for VOCA funds. Include any required direct services to be provided through this program.	4
2. Response clearly describes how the Lead Entity will utilize standards and guidelines to ensure that the needs of the underserved populations and linguistically and culturally specific services and activities are provided by the sub-grantees.	3
3. Response clearly describes the standard and guidelines concerning client referral and intake process required by sub-grantees. Include the intake questions and criteria for acceptance.	3
4. Response clearly describes how the Lead Entity will address identified barriers to accessing services. The response must include specifics on how they will ensure the following are provided: <ul style="list-style-type: none"> a. A low barrier screening and intake process b. Hours of operation and intake beyond traditional working hours c. Translation and interpretation services d. Transportation support for clients that request this support. This support can include transportation costs and linking victims to transportation providers in order to receive victim services and participate in criminal justice proceeding. 	6

5. Response clearly describes how the sub-grantee programs selected for funding will be required to identify the staff responsible for collection and submission of quarterly data reports.	3
6. Response clearly describes the process the Lead Entity will follow for the collection and submission about these performance measures, including staff involved in the collection and submission process.	3
Implementation Schedule	0
Monitoring of Sub-grantees	16
1. Response clearly describes the monitoring process of sub-grantees, including risk assessment for sub-grantees that require medium to high risk programmatic and fiscal monitoring activities.	4
2. Response clearly describes the site visit procedures.	4
3. Response clearly describes how funds will be vouchered and how sub-grantees' expenditures will be reported.	4
4. Response clearly describes the intended technical assistance the agency will provide sub-grantees that are targeted to the agency's area of expertise.	4
Performance Metrics	0
Trauma and Trauma Informed Care:	10
1. Response clearly describes how the Lead Entity will assure sub-grantees incorporate each key component and key principle of trauma-informed services.	3
2. Response clearly describes any agency trainings and how the proposed services implement victim-centered approaches and address matters of safety.	5
3. If the services are not currently victim-centered and trauma-informed, response clearly describes the plan to build staff capacity in this area.	2
Budget Detail and Budget Narrative:	5
Budgeted items are cost-effective in relation to the proposed activities.	2
Narrative is complete for all line items, clearly detailing how the applicant arrived at and calculated the budget amounts.	3
Total Possible Points	100

2. Review and Selection Process

All applications will be screened for completeness including GATA pre-qualification and ICQ submission for the current state fiscal year. Applications that are not complete will not be reviewed.

ICJIA reserves the right to reject incomplete proposals, proposals that include unallowable activities, proposals that do not meet eligibility or program requirements, and proposals that are otherwise unsatisfactory. ICJIA may invite applicants to answer clarifying questions and modify budgets that include unallowable or unreasonable costs. NOFO application budgets will be reviewed for allowability, completeness, and cost-effectiveness. ICJIA will perform an in-depth

budget review of all grants awarded and may require budget modifications that do not materially change the nature of the program.

Successful applicants whose applications contained unallowable or unreasonable costs may have their awards reduced by the total amount of those costs. Upon applicant acceptance of the grant award, announcement of the grant award shall be published by ICJIA to the GATA portal. Review team recommendations will be forwarded to Budget Committee for approval. Applicants will be notified of the Budget Committee's decision.

3. Anticipated Announcement and State Award Dates

Task	Date
NOFO posted	January 31, 2023
NOFO question submission deadline	February 24, 2023
Applications due	5:00 p.m., March 1, 2023
Budget Committee review/approval of recommended designations	June 2023
Performance Period	July 1, 2023, to June 30, 2024

4. Appeal Process

Unsuccessful applicants may request a formal appeal of the evaluation process. Evaluation scores and funding determinations may not be contested and will not be considered by ICJIA's Appeals Review Officer. The appeal must be via email and submitted within 14 calendar days after either the date the grant award notice is published or receipt of a Funding Opportunity Declination Letter from ICJIA, whichever comes first. The written appeal must include, at a minimum, the following:

- Statement indicating a request for a formal appeal
- The name and address of the appealing party
- Identification of the grant program
- A statement of reason for the appeal

Please send your appeal to:

Appeals Review Officer
Illinois Criminal Justice Information Authority
CJA.ARO@Illinois.gov

Once an appeal is received, ICJIA will acknowledge receipt of an appeal within 14 calendar days from the date the appeal was received. ICJIA will respond to the appeal, in writing, within 60 days or explain why more time is required. ICJIA will resolve the appeal by a written determination, which will include:

- Review of the appeal.
- Appeal determination.
- Rationale for the determination.
- Standard description of the appeal review process and criteria.

5. Debriefing Process

Unsuccessful applicants may request a debriefing for feedback to improve future applications. Debriefings include written advice on the strengths and weaknesses of applications using the evaluation and review criteria.

Requests for debriefings must be made via email and submitted within seven calendar days after receipt of notice. Debriefing requests will not be granted if there is an active appeal, administrative action, or court proceeding. The written debriefing requests shall include:

- The name and address of the requesting party.
- Identification of grant program.
- Reasons for the debrief request.

Please send requests to:

Ronnie J Reichgelt
Illinois Criminal Justice Information Authority
CJA.VocaLeadEntity.dv@illinois.gov

F. Award Administration Information

1. State Award Notices

The ICJIA Budget Committee is scheduled to review and approve designations in June 2023.

ICJIA will transmit a Notice of State Award (NOSA) and the grant agreement to successful applicants after the Budget Committee reviews and approves designations. The NOSA will detail specific conditions resulting from pre-award risk assessments that will be included in the grant agreement. The NOSA will be provided and must be accepted through the Grantee Portal unless another distribution is established. The NOSA is not an authorization to begin performance or incur costs.

2. Administrative and National Policy Requirements

In addition to implementing the funded project consistent with the approved project proposal and budget, agencies selected for funding must comply with applicable grant terms and conditions and other legal requirements, including, but not limited to, the Victims of Crime Act of 1984 and related regulations, the ICJIA Financial Guide and Policy and Procedure Manual, the Grant Accountability and Transparency Act, and the U.S. Department of Justice Grants Financial Guide, which will be included in the award documents, incorporated into the award by reference, or are otherwise applicable to the award.

Additional programmatic and administrative special conditions may be required.

3. Reporting

Recipients must submit periodic financial reports, progress reports, final financial and progress reports, and, if applicable, an annual audit report in accordance with the 2 CFR Part 200 Uniform Requirements. Future awards and fund drawdowns may be withheld if reports are delinquent.

G. State Awarding Agency Contact(s)

For questions and technical assistance regarding application submission, contact:

Ronnie J Reichgelt
Illinois Criminal Justice Information Authority
CJA.VocaLeadEntity.dv@illinois.gov

H. Other Information

The Illinois Criminal Justice Information Authority (ICJIA) is a state agency dedicated to improving the administration of criminal justice. ICJIA brings together key leaders from the justice system and the public to identify critical issues facing the criminal justice system in Illinois, and to propose and evaluate policies, programs, and legislation that address those issues. The statutory responsibilities of ICJIA fit into four areas: grants administration; research and analysis; policy and planning; and information systems and technology.

Section 7 of the Illinois Criminal Justice Information Act grants ICJIA authority to apply for, receive, establish priorities for, allocate, disburse, and spend grants of funds that are made available by and received on or after January 1, 1983 from private sources or from the United States pursuant to the federal Crime Control Act of 1973, as amended, and similar federal legislation, and to enter into agreements with the United States government to further the purposes of this Act, or as may be required as a condition of obtaining federal funds” and “to receive, expend, and account for such funds of the State of Illinois as may be made available to further the purposes of this Act. 20 ILCS 3930/7(k), (l).

Neither the State of Illinois nor ICJIA are obligated to make any award as a result of this announcement. The ICJIA Executive Director or designee has sole authority to bind ICJIA to the expenditure of funds through the execution of grant agreements.

This application is subject to the Illinois Freedom of Information Act (FOIA). Any information that the applicant believes should be exempt under FOIA should clearly highlight the information that is exempt, and the basis of the exemption.

Appendix A provides a list of the Performance Measures that sub-grantees may select to submit as part of the Quarterly PMT Data Report. The sub-grantee will select one performance measure for each direct services activity provided by the sub-grantee as part of the program. This selection process must be part of the grant making process as described on page 8 of this NOFO.

Appendix A

VOCA Sub-grantee Reporting Requirements

Must be included in competitive application submission to Lead Entity.

Sub-Grantee Reporting Requirements

Sub-grantees will be required to report on the criteria identified below and identify the number of clients they aim to serve during the performance period. In the sub-grantee application, objectives should estimate the number of clients that will receive each of the listed services in order to produce meaningful, tangible changes in clients' lives.

Victim Services to be Provided:

- ☐ Information and Referral Services
- ☐ Victim Advocacy/Accompaniment to Emergency Medical Care
- ☐ Victim Advocacy/Accompaniment to Medical Forensic Exam
- ☐ Law Enforcement Interview Advocacy/Accompaniment
- ☐ Individual Advocacy
- ☐ Child or Dependent Care Assistance
- ☐ Transportation Assistance
- ☐ Interpreter Services
- ☐ Crisis intervention
- ☐ Hotline/Crisis Line Counseling
- ☐ Individual Counseling
- ☐ Support Groups
- ☐ Other Therapy
- ☐ Emergency Financial Assistance
- ☐ Relocation Assistance
- ☐ Notification of Criminal Justice Events
- ☐ Victim Impact Statement Assistance
- ☐ Civil Legal Assistance in Obtaining Protection or Restraining Order
- ☐ Other Emergency Justice-Related Assistance
- ☐ Prosecution Interview Advocacy/Accompaniment
- ☐ Law Enforcement Interview Advocacy/Accompaniment
- ☐ Criminal Advocacy/Accompaniment
- ☐ Assistance with Filing Victim Compensation Claims

Underserved Populations. Victim Groups to be Served:

- | | |
|---|--|
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> People living in poverty |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Homeless |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> People with disabilities |
| <input type="checkbox"/> Hispanic or Latino | <input type="checkbox"/> Limited English proficiency |
| <input type="checkbox"/> Older adults (60 years or older) | <input type="checkbox"/> People with mental health disorders |
| <input type="checkbox"/> Children | <input type="checkbox"/> People with substance use disorders |
| <input type="checkbox"/> Rural communities | <input type="checkbox"/> Incarcerated victims |
| <input type="checkbox"/> Lesbian, gay, bisexual, transgender, or queer/questioning (LGBTQ+) | <input type="checkbox"/> Males |
| <input type="checkbox"/> Veteran/military | <input type="checkbox"/> Immigrants, refugees, or asylum seekers |
| <input type="checkbox"/> Other (specify): _____ | |

Performance Metrics

Process Objectives
of clients provided with Adult Group Counseling
of clients provided with Art Therapy
of clients provided with Child Care
of clients provided with Civil Legal Advocacy/OP services
of clients provided with Collaborative Case Management
of clients provided with Conflict Resolution services
of clients provided with Criminal Legal Advocacy/Charges service
of clients provided with Criminal Legal Advocacy/Obtain OP services
of clients provided with Employment Assistance
of clients provided with Economic Assistance
of clients provided with Educational Assistance
of clients provided with Evaluation/ Assessment services.
of clients provided with Family Counseling
of clients provided with Group Therapy
of clients provided with Group Children's Counseling

of clients provided with Group IDVA Advocacy
of clients provided with Housing Advocacy
of clients provided with Individual Children's Counseling
of clients provided with Individual Therapy
of clients provided with In-Person Counseling
of clients provided with Legal Advocacy/ Advocate services
of clients provided with Life Skills
of clients provided with Medical Assistance
of clients provided with Other Advocacy
of clients provided with Parental Services
of clients provided with Substance Abuse Counseling
of clients provided with Telephone Counseling
of clients provided with Transportation
of Crisis Hotline calls responded to
of clients provided with Relocation Assistance
of clients provided with Interpreter Services
Outcome Objectives
of clients who know more ways to plan for safety % of clients who know more ways to plan for safety
of clients who know more about community resources % of clients who know more about community resources
of clients who feel more hopeful about the future % of clients who feel more hopeful about the future