

# DPS-VOCA Frequently Asked Questions

## ELIGIBILITY AND SUBRECIPIENT REQUIREMENTS

### **Will there be a renewal process for current projects?**

No, all agencies must submit an application through the open and competitive process.

### **Does DPS expect agencies to incorporate the findings from the Arizona State Agencies Coordinating Team Community Conversations (held in 2017) into their projects?**

You may certainly do so, but DPS-VOCA has not set any funding priorities based on the results from the Community Conversations.

### **Will there be any opportunity for a best and final process with this three-year grant?**

No, we do not offer a best and final process.

### **If line items were not funded in the way we expected, is there an opportunity to have a discussion with DPS?**

The application you submit should be complete and the budget request must be thoroughly justified. Applicants have the option to appeal funding decisions – refer to Section II. B. of the DPS-VOCA Guidelines. After award, successful applicants can contact their DPS grant coordinator to discuss possible modifications to either the budget or performance measures.

### **Can I move budget savings from one year to the next year?**

No.

### **What is a subrecipient?**

A subrecipient, or subgrantee, is an agency who receives VOCA pass-through dollars from DPS.

### **Is the requirement to give notice of a new crime victim service program for non-profit agencies only?**

Yes.

### **What is the records retention for this grant?**

Approximately 7 years. It will be detailed in the general conditions of your contract.

### **How often do you have to attend the Victims' Rights Presentations? If you took it this year, do you have to take it next year?**

Governmental Organizations:

- Basic Victims' Rights Presentation: all VOCA-funded and match staff, along with their first line supervisor(s), must attend the basic presentation at least once every five years.
- Advanced Victims' Rights Presentation: all VOCA-funded and match staff, along with their first line supervisor(s), must attend the advanced presentation every year.

Nonprofit Organizations:

- Basic Victims' Rights Presentation: all VOCA-funded and match staff, along with their first line supervisor(s), must attend the basic presentation at least once every five years.
- Advanced Victims' Rights Presentation: the advanced presentation is optional but encouraged.

### **Will there be more Victims' Rights presentations available this year than there have been in the past?**

The availability and scheduling of Victims' Rights Presentations is at the discretion of the Attorney General's (AG's) office.

**Is it an option to have the AG’s office come to your organization to provide the Victims’ Rights presentations?**

The AG’s office may come to your organization to provide the presentations if you have 15 or more individuals attending the training. This too is at the discretion of the AG’s Office.

**Will the Victims’ Rights presentations ever be online?**

These presentations are currently conducted regionally. If in the future the presentations are offered online, it will be at the discretion of the AG’s Office.

**Does the Victim Compensation training have to be renewed annually?**

No, in the application you will provide a date for when the Victim’s Compensation Coordinator completed the training. DPS recommends retaking the training when significant changes have been made to the rules of the Victim Compensation Program.

**If I took the civil rights training last year, do I have to take it this year?**

Yes. You have to take the training once during the grant cycle. Since this is a three-year cycle, the Civil Rights Coordinator will be required to take the training only once during this grant cycle. Training certificates reflecting a training date on or after October 1, 2020, meet the requirement.

**Reporting civil rights violations, does that include EEOC findings?**

Yes.

**With the new DV services standards and confidentiality changes, some victim files have very minimal information. Does VOCA require any additional information in the victim file?**

During the review of victim files, DPS grant coordinators will look for documentation of when the agency informed the victim of the Victim Compensation Program and informed them of their rights as a crime victim. Additionally, the grant coordinator may inquire about items such as the services provided to that victim, any specific referrals provided to that victim, etc.

**Would having interns satisfy the volunteer eligibility requirement?**

Yes, having interns meets the volunteer requirement; however, having volunteer board members would not satisfy the eligibility requirement.

**If an agency has a large volunteer program and the volunteers are not connected to the VOCA project does that meet the eligibility requirements?**

Yes, the volunteer requirement is for your agency – not specific projects. However, if volunteers are used as match, then those volunteer hours must be project related and the volunteers must perform VOCA eligible activities.

**We track volunteer time through an automated electronic system. Does that meet the volunteer timesheet requirement?**

Yes, but the volunteers must also keep an activity log.

**What do you mean by record of effective services (eligibility requirement)?**

This requirement means that your agency has been providing or has a history of providing services to victims of crime.

**MATCH**

**The guidelines mention Department of Justice exceptions to using Federal sources as match. What are the exceptions?**

The VOCA rule states that federal funds may not be used as match. Although the DOJ Grants Financial Guide mentions that some programs may allow federal funds to be used as match, the VOCA rule does not permit this.

**If VOCA comes from fines and fees, why can't we use Federal sources as match?**

Even though the Crime Victim Fund is made up of fines and fees, the VOCA rule does not permit subrecipients to use any federal funding sources as match.

**If we receive money from a state agency that gets the money from the feds, can we use it as match?**

No, it depends on the original source of the funds. Pass through funds would still count as federal and would not be eligible to be used as match.

**Can community funding or donations be used as match?**

Yes.

**Does requesting a match waiver impact the application score?**

No.

**What is the difference between cash and in-kind match?**

Cash match is actual cash utilized for project-related costs. Any cost that is VOCA allowable and related to a proposed project can be used as match. In-kind match is the value of goods or services received or provided at no cost, such as volunteer hours, donated space, discounts, etc.

**Can indirect costs be used as match?**

No, indirect costs cannot be used as match.

**Do you have any suggestions as to what we can use to determine fair market value?**

It depends on the item. If it's a car, you could look at Kelley Blue Book. For other items such as salary, you could look at the labor market in your community, etc.

**Can you use professional volunteers at their going rate?**

You can use the fair market rate to determine the in-kind value of their time.

**Are volunteers limited to the \$81.25 maximum rate (i.e. attorney)?**

No, volunteers are not limited to the \$81.25/hour maximum rate.

**We were told in the past we had to limit the volunteer rate to the \$81.25 rate.**

You must consider whether you are paying for a contracted service (in which case you must abide by the \$81.25/hour limit) or whether the contracted services is being donated by a professional on a volunteer basis (you are not required to abide by the limit).

**Can volunteer hours be used as match even if the volunteers are not performing VOCA eligible activities?**

No, in order to use volunteers as match, they must be performing VOCA eligible activities.

**Can volunteer coordination be used as match?**

Yes.

**Can fringe benefits be used as match?**

Fringe benefits can be used as match in full or in part based on the VOCA or match proportionate share of salary.

**If our agency pays \$50,000 for an employee in our office currently, can we use that as match or do we have to create a new position to be used as match?**

No, you do not have to create a new position. The direct service staff on your current program can be used as match if not funded by a federal source.

**Can discounts be used as match?**

Discounts can be used as match with the proper documentation.

**If a printing company typically charges \$200 for printing, but they give it to us for free, can this discount be used as match?**

Yes, have them issue an invoice to reflect the discount. You can use the discount as in-kind match.

**To use a discount as match, do we have to have in writing a document that specifies the amount of the discount?**

Yes, you must have documentation for the discount such as an invoice that states the original cost and the amount of the discount and a final amount to be paid.

**Can you discount a service that is over the \$81.25/hour contractual limit and use that as match?**

No, that is not VOCA eligible.

**Could prevention materials be used as match?**

Prevention is not VOCA eligible.

**Can administrative salaries be used as match? I do all of the VOCA grant reporting for my agency.**

No, that is not VOCA eligible.

**As the Director of the center, can my time providing direct supervision over a particular case or case staffing be used as match?**

Direct supervision is VOCA eligible; however, DPS-VOCA does not typically fund Executive Directors due to the prohibition against funding salaries and expenses of management in the DPS-VOCA Guidelines. Applicants should only request funding for an Executive Director when providing supervision of direct service providers or direct services to victims of crime.

**Can repair or replacement of essential items be used as match? We are replacing our HVAC units.**

Yes, however, DPS will seek additional clarification prior to approving these types of costs.

**Can we change our match from year to year?**

Yes.

**Can time spent providing medical services be used as match?**

No, this is not VOCA eligible.

## **ALLOWABLE COSTS**

### Legal Assistance

**Is court accompaniment a new eligible service?**

No, court accompaniment has always been VOCA eligible.

**Is court accompaniment eligible when it is not for a criminal proceeding?**

In some instances. If you have someone who is going to a proceeding where there might be an issue of safety, that court accompaniment time would be eligible.

**Is assisting with orders of protection an eligible service?**

Yes, this is included under Legal Assistance.

**Is divorce eligible under Legal Assistance?**

If you can document that it is reasonably necessary as a direct result of the victimization, then it is eligible.

**Can you clarify what ‘reasonably necessary’ means in order to make a civil legal service eligible?**

DPS has no interpretation for this federal language. When providing civil legal services, subrecipients must document why the service is reasonably necessary as a direct result of the victimization in the client file. For examples of circumstances where civil legal services may be appropriate, see Section V. 6. c. of the DPS-VOCA Guidelines. If further clarification is needed, contact your DPS grant coordinator. DPS may have to request further guidance from OVC.

**Can we assist with VAWA immigration or U-Visas?**

Yes.

**Can you have a program for victims of sex trafficking who had wrongful convictions due to their victimization?**

Yes, you can also help them get their record expunged.

**Can we provide outreach and legal assistance pertaining to trafficking?**

If they are seeking assistance due to their victimization, then yes.

Public Outreach and Awareness

**For public outreach, what if we are going to a school to provide information and maybe there aren't victims?**

Outreach efforts may or may not result in the provision of direct victim services; however, if identifying victims and offering services is the intent of the outreach effort, then it is VOCA eligible. Agencies performing this activity must be willing to provide services or, at a minimum, provide a proper referral.

**Because public housing employees are likely to encounter victims of crime, is educating them about available services and signs of victimization VOCA eligible?**

If you are educating individuals on the services you offer, that would be eligible since those individuals may encounter victims and refer them to your agency.

**Can we ask for funding for flyers or information for community events for victims' rights week?**

Printing brochures to hand out to victims or to community members to inform individuals of your services is eligible.

**Is advertising for a community event eligible?**

Yes, if the intent is to identify and serve victims of crime. You need to discuss this with your DPS grant coordinator prior to incurring the cost.

**Is the public outreach and awareness new?**

No, this has always been VOCA eligible.

**We go to various places and present on how to maintain a healthy relationship and/or how to identify signs of abuse. Would this be eligible under public outreach and awareness?**

Outreach and public awareness efforts are VOCA eligible when designed to inform crime victims of specific rights and services and to provide them with (or refer them to) services and assistance.

#### Transitional Housing & Emergency Financial Assistance

**Can you say more about what you mean about apartment style transitional housing? My interpretation of that is transitional housing assistance until that individual can maintain that apartment on their own (i.e. apartment not owned by the agency) v. an apartment that remains as a transitional housing unit (i.e. designated transitional housing unit).**

That can depend on the transitional housing strategy of your agency.

**Must a victim continue residing in that apartment when the transitional services are done?**

That would depend if it is an apartment that the agency has or if you have arrangements with outside apartment landlords.

**Transitional housing can be for up to 2 years. Is DPS open to rental assistance for that amount of time?**

If it is documented that it is necessary and the victim is moving toward self-sufficiency and independent living, then rental assistance would be eligible. There is no limit placed on transitional housing by OVC. DPS would need copies of your policies and procedures and you would need to be open to change them if needed.

**If we have a transitional housing program for DV victims, can VOCA fund 'move out costs' to get victims in to permanent housing?**

Yes, this would be covered under relocation expenses.

**We have three transitional apartments that have been anonymously donated. We have very little documentation. How would we use that as match or can we?**

If you are using those units for victims you are serving in your program, then you could use that as match. However, you should discuss your desire to use the apartments as match with the anonymous donor in an attempt to get some documentation as all match expenses must have appropriate documentation.

**We have our own transitional housing units and victims must pay a deposit to our agency. Can we use the VOCA funding to pay the deposit?**

No, you cannot use VOCA funding to pay yourself a deposit.

**If a victim comes to a DV shelter with nothing and we provide clothing, is that eligible under emergency financial assistance?**

No, clothing is only VOCA eligible when taken as evidence during a forensic medical exam.

**It is currently allowable for a victim of a sexual assault, whose clothing has been taken during a forensic medical exam, to be provided with replacement clothing (e.g. sweatpants, t-shirts, etc.) purchased with VOCA funds. Will VOCA support the replacement costs of clothing for a victim when the clothing was taken as part of an investigation and evidence collection, but not for or during a forensic medical exam?**

No, the cost of replacement clothing is VOCA eligible only when the crime victim's original clothing was taken for evidentiary purposes during the course of a forensic medical examination (regardless of crime type).

**Are emergency food and clothing provided to victims allowable as an in-kind match expense?**

Clothing is only allowable after a forensic medical exam if the individual's clothing was taken for evidentiary purposes. Emergency food is difficult. If programs are providing emergency food (i.e. providing a meal if a victim has been in court for 8 hours) then that could be used as match. Detailed documentation must be kept for these expenses if used as match. The agency must also provide their emergency financial assistance policy to their DPS grant coordinator.

Direct Supervision

**If you have a unit supervisor who always has to be available to direct service staff, is it possible to fund that supervisor fully or partially with VOCA? How do I bill for the supervision time?**

On-call time is not eligible. You should only be charging the time when they are actively supervising direct service staff. If a supervisor is approved through the evaluation process, you cannot charge salary/wages to VOCA based on allocation method. You must bill supervisor time based on actual time spent performing VOCA eligible duties. Supervisors must document their time and activities.

**If a supervisor is supervising a unit that is 100% eligible, can the supervisor be 100% eligible?**

If that supervisor is only providing direct supervision and there is a justified reason as to why 40 hours per week is necessary, then that could be eligible.

**If an employee is 100% VOCA eligible, do they still have to keep a timesheet?**

They would need a standard timesheet (name, date, time in, time out, signed by employee, signed by supervisor, etc.) but would not need a detailed timesheet. Exempt employees must also keep a timesheet.

**If we have a supervisor who is only supervising VOCA staff, that supervisor still has to do performance evaluations, sign timesheets, and review files for the VOCA staff. Are those activities eligible?**

One on one direct supervision and case staffing is eligible. Signing off on timesheets and performance evaluations are not eligible activities. If the supervisor oversees 5 employees performing administrative duties and 10 employees providing direct victim services, then only the time spent supervising direct service staff is VOCA eligible.

**Supervision for VOCA eligibility means I'm sitting with my VOCA staff providing direct supervision?**

Correct. All the administrative activities a supervisor may perform are not eligible.

**If you're 100% funded by VOCA and you need to spend time reviewing files to make sure documentation is correct, is that time eligible?**

Yes, that time is eligible.

**What if the supervisor is supervising direct service providers who are not VOCA funded?**

Supervision of direct service staff (whether that staff is VOCA funded or not) is VOCA eligible.

**What if the supervisor does grant writing?**

Grant writing is not eligible. The supervisor would have to document their time and not charge that to VOCA.

**Would administrative supervisory time be eligible for match?**

No, if it's not eligible for VOCA, it's not eligible for match.

## Contracted Services

### **Would contracting with another agency to provide job skills training, job search, and job placement to survivors be eligible?**

These services are VOCA eligible whether provided in-house or with a contractor.

### **You mentioned contracting attorneys. Would that include attorneys on retainer?**

VOCA cannot pay retainer fees. VOCA can pay for the direct service time (at no more than the \$81.25/hour rate).

### **Can an attorney set a flat fee (i.e. for completing a VAWA petition) or does it have to be an hourly rate?**

Contracted services must be charged and billed at an hourly rate.

### **Would hiring a consultant to assist with increasing volunteers in to the program be eligible?**

Volunteer coordination is an eligible expense. Hiring a consultant to do this would need to be justified.

### **If you have a contracted service provider that has to travel an hour to get to a community to provide mental health services, can we reimburse them for their mileage?**

Mileage to provide direct services is VOCA eligible, but whether an agency would reimburse a contractor is dependent upon the language in the contract, e.g. is mileage part of the contractor rate or a reimbursable expense.

### **For contracted services, can the remaining rate over \$81.25 can be counted as match?**

No, because it is not VOCA eligible.

## Travel and Transportation

### **If you are traveling to provide direct services, can you bill per diem, rental cars, lodging, etc.?**

Transportation to serve victims is allowable. You would need to follow your agency's travel policy or the federal travel rates.

### **If a vehicle is used to provide mobile advocacy, is maintenance, repair, registration, etc. for that vehicle eligible?**

VOCA can pay for maintenance, repair, registration costs, etc. for VOCA purchased vehicles only.

### **Is transportation only allowable if transporting to VOCA eligible services?**

No, not necessarily. If you're transporting them to a job interview, school, etc. that is allowable.

### **Are there any limitations around how we can transport?**

VOCA cannot reimburse victims for their mileage. VOCA can reimburse your staff if using their personal vehicle. VOCA can also reimburse for taxis, buses, vouchers, etc.

### **If we have an employee who drives 4 hours to provide a direct service and then the service takes 4 hours, can VOCA fund lodging for the employee?**

Yes, you would request that on the Other Expenses form in the application.

### **Are travel and hotel expenses when staff is traveling to attend MDT meetings, task forces, etc. eligible?**

Yes.



**Because legal assistance for civil issues related to the crime is allowable, is transportation for those services allowable as well?**

Yes.

**Is transportation for minors to school an eligible expense?**

Yes.

### Project Evaluation

**If we want to evaluate how well we are doing in the community with serving DV victims, would that be eligible under project evaluation?**

The project evaluation must be specific to the VOCA project.

**We have a quality assurance department that pulls the data, analyzes, and compiles the program reports. Is that time eligible under project evaluation?**

Compiling program reports is not considered Project Evaluation; therefore, the time administrative staff spends performing this function is not VOCA eligible. Reasonable costs associated with conducting a project evaluation of a specific VOCA-funded project in order to determine its effectiveness is VOCA eligible. If you're writing a request for VOCA funds to evaluate a project, applicants must thoroughly describe how the evaluation will be performed, what is included, and why VOCA funds should be used for this purpose.

**If administrative staff is involved in some of the VOCA eligible activities, such as coordination, is that time eligible?**

Coordination activities are eligible. You would have to request that time specifically. Depending upon justification, it will go through the evaluation process for approval.

### Forensic Exams & Interviews

**We do interviews for federal agencies and we are having a problem with them not compensating us for those interviews. The federal agency indicates that the federal rule is that if an agency receives VOCA funding, then the federal agency doesn't have to pay for the services provided. How do I get compensated for the services I am providing for federal agencies?**

Arizona has a statute which states that counties must pay for forensic medical exams and forensic interviews. You should work with the federal agency and the county to identify possible solutions. Unfortunately, VOCA cannot cover those expenses.

**What types of forensic exam or interview 'enhancements' are eligible to serve crime types included in the statute (ARS 13-1414)?**

New equipment, new camera, etc. You would need to justify why the county is not paying for this expense.

**Is forensic interview training for certified officers allowable?**

No.

**We are a County Attorney's Office. Could we use forensic exam/interview expenses as match?**

No.

**Can VOCA fund forensic interviewer training?**

No.

## Other Allowable Cost Questions

**Are non-traditional therapy methods like equine therapy allowable?**

Yes.

**Are rent and utilities for non-VOCA funded direct service providers eligible?**

Yes.

**Will VOCA pay for fingerprint clearance cards and background checks for volunteers and staff?**

Yes.

**Is volunteer orientation training eligible?**

Yes.

**If the cost of developing a website or social media account is allowable, is staff time to do that allowable as well?**

Yes.

**Can staff time spent updating social media in regards to direct services be reimbursed?**

Yes.

**Can VOCA fund supervisors to attend victim service trainings?**

Yes.

**Can VOCA fund the costs to send direct service staff to trainings even if they are not VOCA funded?**

Yes.

**Are interpretation services eligible?**

Yes. Having printed materials translated is also eligible.

**Can VOCA fund coordination of community efforts?**

Yes. Serving on victim service task forces is now a VOCA eligible activity.

**Can VOCA fund the cost of state licensing for therapists?**

No. Part of being a therapist is getting licensed.

**Can the entire cost of an A-133 audit be billed to VOCA?**

No, only the VOCA prorated share of the federal amount of funding is eligible.

**Do we have to get a variety of quotes for an A-133 audit?**

That would depend upon your agency's procedure/policy.

**How would you predict a repair or replacement of an essential item for the application?**

If you have an item that is old and requires regular repairs, you may want to request repair or replacement of that item, in the event, that repair or replacement is required.

**What if the lease with my landlord states that I must maintain, make repairs to, and/or replace the air conditioning unit for my workspace – is that cost VOCA eligible considering that I lease the space rather than own?**

The maintenance, repair, or replacement of essential items, such as an air conditioning unit in a shelter, is VOCA eligible as stated in the Guidelines and in accord with Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards §200.452 - Maintenance and repair costs. These costs are only allowable to the extent not paid through rental or other agreements, and if other sources of funding are unavailable. Typically, costs associated with the maintenance, repair, or replacement of essential items must be prorated based on the functions benefitting from this expense (e.g., the space is used for both administrative and direct service functions); therefore, the prorated share for the direct service space would be VOCA eligible.

**Because we are required to abide by financial monitoring and audits, can this be included in indirect costs?**

Yes, this could be included in indirect costs. The expectation is that agencies have the infrastructure in place to administer grants if they are going to apply for grants.

**Are medical devices that are loaned out (i.e. walkers, wheelchairs, etc.) allowable?**

Medical costs are not allowable.

**Do mental health services have to go through the department of health services licensure, etc.?**

DPS would expect that agencies have a policy for the minimum requirements for therapists. If you are providing that type of service and you are required to be licensed, then you should be.

**Are services provided to a victim advocate who is secondarily traumatized eligible?**

If that is a service your agency offers as part of an employee assistance program, then yes.

**Are polo shirts with our agency's logo on them an eligible cost?**

No.

**Are volunteer appreciation costs eligible?**

No, unless you are providing them with a training material needed for their job such as a book.

**Do I use a federally negotiated indirect cost rate or the 10% de minimis rate?**

If your agency has or has ever had a federally negotiated indirect cost rate, you are not eligible for the 10% de minimis rate. If you have a federally negotiated indirect cost rate but it has expired, your agency must work with your cognizant federal agency to request an extension or renegotiate your rate.

## **SAGE AND APPLICATION CRITERIA**

**Can you upload excel files into SAGE (i.e. for organizational chart)?**

Yes, SAGE will accept the following document types as uploads: doc, eps, pdf, jpg, gif, bmp, txt, avi, wmv, ppt, xls, mov, dpi, png, and mp3.

**On the Services and Victim Population form, the last question asks to indicate the services provided by VOCA and match funds. Should this be all of the services offered by my agency?**

You should only identify services provided by VOCA and match funds through this project.

**If we want to request an update to our database for VOCA reporting and case management, would we request that under capital equipment?**

It would depend on the cost. If the cost is over \$5,000, then it would go under capital equipment. If less than \$5,000, then it would go under operating expenses.

**Do we have to specifically identify the trainings requested in the application?**

In the justification for the training cost, you can either identify the specific trainings or the types/topics of trainings. If awarded, all training agendas must receive prior approval from your DPS grant coordinator before expenses are incurred.

**If changes are made to the application in SAGE, will my application reflect those changes?**

If any application verbiage is changed, it will also change on applications that have already been initiated. If application verbiage does change, DPS will notify all applicants of the changes.

**Should I prorate personnel salary expenses if I am requesting a new position and I know it will take 3 months to fill the position?**

Use your best judgement. However, you don't want to be in a situation where the position is filled earlier than expected and you did not request an adequate salary amount to cover the salary costs resulting from the earlier hire date.

**What is the log out time in SAGE?**

SAGE will log you out after 60 minutes of inactivity. You will receive an alert 10 minutes prior to being logged out with a countdown. SAGE will save any unsaved data before logging you out.

**Does SAGE inform applicant of errors?**

Yes, SAGE will display error notifications at the top of each form if there are errors on the form. The errors are tied to whether a field is completed. SAGE does not indicate whether the field was completed correctly or not.

**If I cancel an application will it be deleted?**

No, the application will just reflect a status of "Application Canceled".

**Do notes get deleted after submission?**

No.

**Can VOCA grant coordinators see our notes?**

No. Only the individuals you checked when you created the note can see the note.

**If I check the 'address is the same as organization' checkbox on the Applicant Summary form, and then add different mail codes to each, will that work?**

No, if you check the 'address is the same as organization' checkbox, the organization address will populate in the fields upon clicking 'Save'. If you then change that information and click 'save', the information will be reverted back to the organization address. However, you could check the 'address is the same as organization checkbox', click 'save', add the mail codes, and then uncheck all of the 'address is the same as organization' checkboxes and click 'save'.

**Will we be able to have two applications for two different projects under one organization?**

Yes, you can create as many applications as necessary.

**Can the Project Director submit the application?**

Yes, Project Director and Financial Contact system roles are the only roles that can initiate and submit applications.

**How are point values determined?**

A score of 70% in any one section means the applicant met the minimum requirements. Evaluators can score higher than 70% if the applicant exceeded minimum requirements. Evaluators can also score lower if minimum requirements are not met.

**What is a passing score?**

700 points or 70%.

**When identifying services provided on the Services and Victim Population form, when should we mark 'emergency financial assistance'?**

If VOCA is funding emergency financial assistance line items or you are using emergency financial assistance costs as match, then you would mark this service.

**If we serve 50% Domestic Violence victims and 50% Sexual Assault victims, should we have outcomes related to these victimization types?**

If serving both victimization types, you should indicate the percentages on the Services and Victim Population form. On the Performance Measures form, you will only be able to select one project focus. If you are serving 50% domestic violence and 50% sexual assault, then you should be sure to include outcomes that address the victim types you are serving. You may refer to the core measures for both focuses to incorporate the appropriate measures.

**Does SAGE have a character count?**

Yes, the character count for each textbox is listed below the textbox. It also displays how many characters you have used.

**Can I copy information from Word to SAGE?**

Yes, you can copy text from Word into a narrative textbox in SAGE. Be aware that the formatting may change once you copy into SAGE, so you should review the information you pasted to ensure it was entered correctly.

**How many character counts is a return?**

2 characters.

**On the Agency Information form, what is meant by 'methods of service delivery'?**

'Methods of service delivery' refers to how your agency delivers services to victims (e.g. hotline, mobile advocacy, community-based services, in-person services, etc.). This has been clarified in the Show Help Instructions for the Agency Information form.

**For question 6 on the Agency information form, should this be for your entire agency or just for the victim services program?**

Question 6 should be for your victim service program. SAGE and the Show Help Instructions will be updated to reflect this.

**Can we provide information and referral for Victim Compensation or do we have to help everyone apply for Victim Compensation?**

On the quarterly program report, you will only report the individuals who you assisted in completing an application. Providing information and referral does satisfy the eligibility requirements. However, you must designate a Victim Compensation Coordinator and that person should be able to assist a victim in applying if the situation arises.

**If we serve only children, can our Victim's Rights and Victim Compensation procedures be to provide that information to the child's guardian ad litem?**

Yes, you should be providing the information to the child's guardian ad litem and directly to the child (if age appropriate).

**Is the match requirement for each year or each project?**

You must meet the 20% match requirement (if required for your project) for each fiscal year of the grant period. It is not a 20% overall match requirement, it is per year.

**For Jurisdiction on the Agency Information form, what if our agency operates in multiple counties, but we only provide victim services in one county?**

You will only indicate the counties to which your agency travels to in order to provide victims with appropriate services.

**If we travel to Casa Grande to provide services, do we mark that county?**

Yes.

**How do I create another input row in the Performance Measures?**

You cannot create additional inputs.

**Do the required core outcomes prepopulate in SAGE?**

No, you must type the required core outcomes for your goal and focus in the 'Outcomes – Required' section of the Performance Measure Detail Table.

**We are a law enforcement agency. For victims requesting services, do we count all victims reported or do we only count the victims we initiate services with?**

In your example, you should only count the victims with whom you initiate services. In this case, the number of victims requesting and number of victims receiving services will be the same.

**Do we need to complete the Volunteer form and upload if we are not using volunteers as match?**

No.

**Can we request a vehicle for transporting victims and for getting to victims?**

Yes, VOCA can fund a vehicle for victim transports, mobile advocacy, outreach, etc.

**If we want to request a software for the entire state that will benefit 18 entities, how do I apply match to that line item?**

You do not have to match each individual line item, you must meet the overall match requirement for each year of the project.

**Do we prioritize the line items we are requesting?**

No. Only justification is required, not prioritization.

**If we identify an ACJC position as match but then that position does not get funded by ACJC, can we change our match?**

Yes.

**Do we have to provide additional information when requesting a match waiver?**

Yes. You will be contacted by DPS upon award for additional information regarding the need for the match waiver. Then, this information will be reviewed by DPS and submitted to OVC for approval.

**Is it possible that some line items will be funded and some will not be funded?**

Yes, the evaluation team has the authority to recommend, reduce and/or remove line items during the budget recommendation process.

**Will our old agreements still be available in WAGS?**

Yes.

**Can we combine our projects or must we keep them separate?**

It is up to your agency to combine projects or keep them separate. Look at the application and analyze whether or not you will be able to sufficiently address and justify both projects in one application.

**When will we know if we are funded or not?**

DPS anticipates notifying agencies of their award by 8/3/2020.

**On the Source of Funding form, what if we applied for funding but we do not know yet if we will receive it?**

The Source of Funding form should include all anticipated funding for your Victim Services Program. Therefore, you would include the amount for which you applied even if you do not know whether or not you will receive the funding.

**Where does Jewish Federation go under Source of Funding?**

Local Funds.

**When we get an email notification from SAGE, can we reply to the email?**

No, if you get an automated email from SAGE, the email will come from [SAGEdonotreply@azdps.gov](mailto:SAGEdonotreply@azdps.gov).

**Can two different users log in on different computers and work on different forms at the same time?**

Yes, they just should not work on the same form at the same time. This could cause irreversible errors that will result in having to pull a new application.

**Will SAGE tell you which sections of the application are not completed and not let you submit until they are completed?**

That is correct. SAGE will notify you of errors and you will not be able to submit until all errors have been satisfied.

**If we indicate we are continuing services under the Service Impact section of the Services and Victim Population form, does our application have to be exactly the same as last year?**

No.

**How many points is the application worth?**

1000 points.

**How are the point values determined?**

The point values were developed by DPS-VOCA and are included in the RFGA.

**Does the organizational chart have to be in a specific format?**

No, there is not a specific format for the organizational chart. If your agency has an organizational chart depicting the required information already, you may upload that document. If you do not, there is a template to assist you.

**Do we still need to cite our sources in the Problem Statement?**

Yes.

**If we are a Family Advocacy Center, which project focus do we select for the Performance Measures?**

You would select 'other' and indicate 'Family Advocacy Center' in the description textbox.

**In the Performance Measure outcomes, can we just put 'engaging #1, knowledge #2', etc.?**

No, you must type out the outcome measures into the outcome textboxes.

**How do we calculate the number and percentage associated with each outcome and quality measure?**

A tool entitled "Calculating Performance Outcome and Quality Measures" is available under My Training Materials in SAGE.

**Can we ask for partial match waivers?**

Yes.

**On the Services and Victim Population form and the quarterly program report – if we are a shelter, do we count shelter bed nights as a service?**

No, VOCA does not fund basic shelter services. The program report is only for VOCA funded and/or match activities and services.

**When adding a user to SAGE, what do I put as the active date?**

You do not need to put an active date – the date the user was added will automatically populate.

**We have a victim notification unit separate from our victim services unit. Do I include that funding in my source of funding?**

You would include all funding for your Victim Services Program in the Source of Funding form.

**How high do you want the organization chart to go?**

The organizational chart should go up to the CEO, Executive Director, etc. and should reflect the entire chain of command for the VOCA project. You do not need to include units/positions that are not related to your VOCA project.

**Should the organizational chart include future positions?**

Yes.

**For the number of unduplicated victims, if one victim was served in FY18 and then the same victim was served in FY19, do I count them in both years?**

Yes, you just would not count them more than once in the same year.

**Do we copy and paste our Victims' Rights and Victim Compensation policies and procedures into the narrative textbox?**

No.

**If our victim service program's policy is more specific than our agency's policy, do we use the victim service program policy instead?**

Yes.

**Can you upload more than one organizational chart?**

No. SAGE will only allow one upload.



**Can the domestic violence victimization type include children as well?**

Yes, if you are talking about a child witnessing domestic violence then that counts as domestic violence.

**Do you have to select all four Performance Measure goals?**

No, only select the goals that are relevant to your VOCA project.

**Are you expecting to see an increase in victims served from year to year in the Performance Measures?**

Not necessarily. If you are requesting additional staff in subsequent years, then an increase in victims served might be appropriate.

**If I am hiring 5 FTE and expect to fill those positions with 10 part time employees, do I request 5 positions or 10?**

You will request 10 positions.

**In years 2 and 3, can we do amendments to change our match?**

Yes.

**Who should be listed as the supervisor for the contractor(s)? What if the contractor is a therapist and we don't have someone with the educational requirements to supervise the therapist's services? Can the supervisor be the person who is just supervising the contract?**

The supervisor could either supervise the contractor's services, if applicable, or they could be the person who is making sure the contractor abides by the contract, tracks their time and services correctly, etc.

**Where would we put a capital equipment lease in the budget?**

Under Other Expenses.

**Where would we put a licensing fee for our case management system?**

Under Other Expenses.

**How do you prorate space and utilities?**

You prorate rent by calculating the square footage associated with direct service space. You could apply the same percentage to utilities.

**If our federally negotiated indirect cost rate is higher than the 10%, what do we use?**

You must use your federally negotiated indirect cost rate. Your federally negotiated indirect cost rate may be higher than 10%.

**Can personnel and contractual service expenses be used as in-kind match?**

No, if those individuals were donating their time, they would be classified as volunteers.