

**New York State Office of Victim Services**

**Case Manager Services RFA**

**Questions & Answers**

*The responses to questions included herein are the official responses by the State to questions submitted by potential applicants and are hereby incorporated in the Case Manager Services RFA issued on December 20, 2017. In the event of any conflict between the RFA and these responses, the requirements or information contained in these responses will prevail.*

Q1) Can we apply for 1 case manager per contract, or 1 total for our agency?

**A1) As stated in section 2.1 on page 5 of the RFA, applicants may submit one application for each contract that they currently have funded by OVS. In addition, you may be eligible for more than 1 case manager per contract. Please refer to “Attachment 1” in the RFA for the maximum number of Case Managers allowable for each eligible contract.**

Q2) The RFA states: For each case manager, up to \$5,000 per year in non-personal service requests can be made to support equipment, travel and related administrative expenses for the case manager.

Would all related admin - executive, fiscal, human resources, marketing, etc. - need to fall within that \$5,000 per case manager? Would rent for the case manager need to fall within that \$5,000 as well? \$5,000 per case manager is significantly less than our Agency's admin costs.

**A2) Yes, all related administrative costs need to fall within the \$5,000 cap on NPS. As per section 5.6.2 no applicant may request funding for space or utilities.**

Q3) On page 9, section 3.4 question 4b there is a section referenced called Proposed Services & Implementation. I do not see in the Grants Gateway where that section is for us to answer. It states that it should be under the Work Plan section but when I look there I only see Objectives, Tasks, Performance Measures and Project Summary and Organizational Capacity.

**A3) Proposed Services & Implementation information should be entered into the “Project Summary” section of the “Work Plan Overview Form” which may be found in the “Work Plan: Grant Opportunity Defined” section in the Grants Gateway.**

Q4) Do the Required Roles for Funded Case Managers (OVS Voc Rehab and Civil Legal Network contact/coordination) apply specifically to the population served by the contract program (i.e. victims of domestic violence, sexual assault), or are case managers required to perform these roles for victims of any crime?

**A4) The Required Roles for Funded Case Managers apply to victims of any crime.**

Q5) Can victims of human trafficking be serviced by the funded case managers through a domestic violence or sexual assault program, or a CAC?

**A5) Yes.**

Q6) The Workplan Overview lists as a required task Transportation Assistance (provided by agency & includes coordination of services). Can the transportation part of the requirement be met through the use of taxis etc. if the agency does not utilize staff to drive clients?

**A6) Yes.**

Q7) Under Funding Purpose and Eligible Costs it states: "Under VOCA regulations, applicants may not supplant the case manager position with an existing employee, even if they are currently in a case manager title". If an existing employee is in a different role, can they be hired as the case manager as long as their original role is filled by another person? In others words, as long as the funds are not used to supplant a pre-existing position, can we hire a current employee for the case manager role?

**A7) Yes.**

Q8) It says in the Eligible Applicants - The applicant must be a county, or a not-for-profit corporation located in New York State applying on behalf of a county and eligible for purposes of executing the contract with the State and to request and receive payment for eligible costs. Can Regional Planning Councils, which are in state statute, apply on behalf of a county just as not-for-profits can, considering experience and expertise in this area?

**A8) No. As stated in section 1.2 on page 3 applicants must hold a current contract with OVS in order to apply.**

Q9) I would like clarification of the budget limitations on page 16. If an agency has an approved indirect rate of 15%, for example, that would total \$11,250 based on total personnel costs of \$75,000 per case manager. I am not clear based on the page 16, bottom bullet language whether our indirect costs are capped at \$5,000 along with any other NPS (de facto limiting indirect to 6.6% regardless of our approved rate, even with no other NPS costs), or whether, if a provider has an approved rate, we can enter that cost on a separate line and devote the NPS allocation to travel, supplies, etc. instead?

**A9) All NPS (including indirect costs) needs to fall within the \$5,000 cap on NPS. There is no separate line for indirect/NPS costs.**

Q10) If personnel costs are projected to fall under the maximum of \$75,000, can we shift any costs between categories so as to more fully cover indirect expenses, e.g. budgeting \$65,000 for personnel and a larger sum in NPS to cover indirect?

**A10) No.** Please see section 5.6.2., Application Restrictions.

Q11) For the purposes of this RFA what are acceptable non-personnel service costs that can be included in Indirect Costs?

**A11) Although indirect costs are classified as NPS, they are their own category of costs. Additional information regarding indirect costs may be found on the “De Minimis Rate Form” in the Grants Gateway “Pre-Submission Uploads” section.**

Q12) If asking for less than \$75,000 per case manager, will the NPS value still be \$5,000 per person?

**A12) Yes.**

Q13) On Page 9, the work plan requires we provide assistance with transportation for clients. Are those allowable expenses in the budget? If so, do they count towards the \$5,000 max for NPS?

**A13) Yes, transportation is an allowable expense in the budget and would count towards the \$5,000 max for NPS. Please note that the RFA has been amended to read that task #10 is no longer a required task, but it is an optional task.**

Q14) Can our existing OVS contract support NPS for this project, even if the case managers are not on that contract?

**A14) No.**

Q15) Can you please explain the difference between a Victim Advocate and a Case Manager, including the core objectives for each?

**A15) For purposes of this RFA, the role of a Case Manager is defined in sections 2.1 & 2.2 of the RFA. Victim advocate core objectives are left to the discretion of each program to define.**

Q16) “Applicants may submit one application for each contract that they currently have funded by OVS.” Our agency is eligible for 2 case managers, 1 for each contract (DV and SA.) Is it possible to hire 1 case manager to support both contracts, which would mean 1 position at approximately 75% of the salary/fringe/NPS for DV and 25% supporting SA? Do we submit two applications with the total of the two applications not exceeding \$80,000? Or submit only one application for both contracts?

**A16) Yes, in this case you would need to submit two applications. Per your example, \$50,000 of the Case Manager’s annual salary/fringe would be funded through your DV contract (75%) and \$25,000 of their annual salary/fringe would be funded through your SA contract (25%). Since each contract allows for \$5,000 of NPS expenses, this individual would be allowed \$10,000 (\$5,000 per contract) of NPS since they are being funded by both contracts. The percent of effort should be explained on each application as per your example.**

Q17) We currently do not have case manager positions. To clarify, is it possible to move (promote) an existing employee to a case manager position and then hire a new person for the position in which the existing employee was in?

**A17) Yes.**

Q18) Regarding Page 16, Section 5.6.1:

As required by federal funding guidelines, the grant allows for a flat de minimis indirect cost rate of 10% of MTDC. However, the funding limits for NPS seem to only allow for a total of 6.7% indirect cost charges and then does not allow for any other NPS costs that the staff would incur. Are we interpreting this correctly?

**A18) Yes, all NPS (including indirect costs) needs to fall within the \$5,000 cap on NPS.**

Q19) There is a reference to transportation assistance in Objective 1 (Task #10) - What does transportation assistance encompass, who pays for it? Does the budget include transportation assistance costs or do we, the applicant, have to pay for it? If the budget includes such costs, is it part of the \$5,000 NPS?

**A19) See A13.**

Q20) What indirect costs are permitted to be covered under the \$5,000 NPS? What types of indirect costs/expenses are not permitted to be covered under this NPS amount?

**A20) See A11.**

Q21) Can the Case Manager, if qualified, provide direct supervision to other staff?

**A21) Yes, however, the Case Manager may not exceed the 10% cap on direct supervision duties.**

Q22) Our understanding of this potential OVS funding is this would be a separate contract outside of our existing OVS contract. As such, would the reporting requirements for this initiative be separate from our existing contract?

**A22) Yes.**

Q23) Our existing OVS contract has two staff members who provide services in-kind. Can one of these staff members serve as our agency Volunteer?

**A23) Yes, as long as your staff members are volunteers.**

Q24) The budget guidelines (page 16 of the RFA) note that indirect costs must be included in the non-personnel service costs. If we are requesting funds for one case manager, our maximum indirect would be the allowable NPS, \$5,000, or 6.25%. If that is correct, how would an applicant be able to use the flat de minimis rate of 10% MTDC?

**A24) NPS is capped at \$5,000 which includes indirect costs. Depending on the amount of funding requested, you may or may not be able to use the full 10% de minimis rate.**

Q25) How is a “case manager” different from a victim or family advocate? At our CAC, the advocate performs the tasks that you have defined in the RFA as a case manager’s (ID and coordinate resources such as medical, legal, mental health, criminal justice, social services, advocacy, housing, clothing, food, transportation, immigration, financial, employment; provide care coordination, communication, comprehensive needs assessment and advocacy).

**A25) See A15.**

Q26) How does the OVS Vocational Rehabilitation Unit apply to child victims which is who we see at CACs? Is the Voc Rehab Unit geared toward or able to service children? I ask because you are identifying the case manager as the point of contact for the Voc Rehab Unit. I am wondering how applicable this is to CAC child victims.

**A26) The Voc Rehab Unit does assist child victims. In addition, the requirements of the RFA are that if the OVS Vocational Rehabilitation Unit reaches out for assistance for any OVS claimant, the case manager will assist them. This would generally be limited to OVS claimants in your geographic vicinity.**

Q27) With respect to the OVS Civil Legal Network Project, I have the same questions as in #2 above. When it is rolled out in 2018, is this project geared toward or set up to service child victims?

**A27) While the Civil Legal Network will largely be accessed by adults, parents/guardians may utilize the Civil Legal Network on behalf of the child's interests.**

Q28) Are there ways that smaller CACs that already have an advocate performing the functions of case manager can take advantage of this funding opportunity? It seems geared toward adult crime victims or large, metropolitan CACs.

**A28) This RFA is not intended to be geared towards adult crime victims or large, metropolitan CACs; it is intended for all OVS-funded programs. While you cannot use this award to supplant existing funding, a CAC in the situation you describe could add a case manager to their roster that performs the functions required of the RFA. This position could be in addition to the advocate you already fund if there is sufficient need or if there is insufficient need, you could revise the advocate position description to perform other functions.**

Q29) I have a question in reference to the volunteers in the agency requirement as stated on page 12 in section 4. EVALUATION AND SELECTION PROCESS; 4.1 Application Evaluation; Pass/Fail Evaluation "All successful applicants must demonstrate that they use at least (1) volunteer in their agency". Can interns be counted as volunteers?

**A29) Yes.**

Q30) Are applicants permitted to use the "Grantee Document Folder" on Grants Gateway to upload one or more supplementary documents that will support an application's demonstration of need and/or its current capacity?

**A30) Yes.**

Q31) In Grants Gateway, for the “Project/Site Addresses”, if the new Case Manager will work at the applicant’s organizational headquarters office, a satellite office of the applicant organization, AND at multiple/varied spots where victims may need help such as courtrooms, hospitals, lawyers’ offices, libraries, and/or the Department of Social Services, is the applicant expected to fill in information only for applicant-run locations or would it be expected to fill in up to a dozen or more potential community-based locations (such as the above) where the Case Manager MAY end up helping to support clients?

**A31) You should enter the location where the case manager will be based. You are not required to list any other potential locations where the case manager may provide services.**

Q32) In the RFA, page 9, section 3.4 Workplan Overview, the instructions for “3. Problem Statement” indicate “See Program Specific Question 1 in the Grants Gateway”). When we visit that question within Grants Gateway, there is both a textbox with a limit of 4,000 characters AND an “Upload—Choose File” button. Are applicants allowed to use the “Upload—Chose File” button in the event that they wish to exceed 4,000 characters? (If so, may they type only, “Please see attached” within the textbox? If not, what might/should the “Upload—Choose File” button be used for?)

**A32) Applicants can choose to enter text and/or upload a document. If an applicant is only uploading a document and not providing text, they may enter “Please see attached” within the textbox.**

Q33) In the RFA, page 10, section 3.4 Workplan Overview, the instructions for “6. Budget Narrative” indicate “See Program Specific Question 2 in the Grants Gateway”). When we visit that question within Grants Gateway, there is both a textbox with a limit of 4,000 characters AND an “Upload—Choose File” button. Are applicants allowed to use the “Upload—Chose File” button if they wish to exceed 4,000 characters? (If so, may they type only, “Please see attached” within the textbox? If not, what might/should the “Upload—Choose File” button be used for?)

**A33) Applicants can choose to enter text and/or upload a document. If an applicant is only uploading a document and not providing text, they may enter “Please see attached” within the textbox.**

Q34) Page 16 of the RFA, Section 5.6.1 “Funding Purpose and Eligible Costs” indicates, “If your agency has a negotiated rate, a copy of the Indirect Cost Rate Agreement must be uploaded with your application.” Question: where exactly within Grants Gateway should this form be uploaded?

**A34) The Indirect Cost Rate Agreement may be saved in the “Grantee Document Folder”.**

Q35) If an applicant has a negotiated indirect cost rate, is the applicant required to complete and upload the De Minimis Rate Calculation Form (e.g., with the words “Not Applicable” inserted) or should the applicant refrain from uploading this form and instead upload its indirect cost-rate agreement in its place?

**A35) The applicant should upload only the indirect cost rate agreement in the “Grantee Document Folder”.**

Q36) RFA Page 11, Section 4.1 “Application Evaluation”, Sub-section “Pass/Fail Evaluation”:

The fifth bullet indicates “All successful applicants must demonstrate substantial financial support from sources other than the Office of Victim Services. This can be demonstrated when at least 25% of the program’s funding in the year of or the year preceding the award comes from such sources, which may include other federal funding programs.” (bold added)

Our question: How is the term “program” defined vs. “applicant” in this context? For example, is it acceptable if at least 25% of the applicant’s overall organizational budget is coming from other sources? Or is OVS intending that at least 25% of the applicant’s new (or expanded) Case Manager Services program budget needs to come from other sources?

**A36) It is acceptable if at least 25% of the applicant’s overall organizational budget is coming from other sources.**

Q37) RFA Page 12, Section 4.1 “Application Evaluation”, Sub-section “Pass/Fail Evaluation”:

First complete bullet on top of page 12 indicates, “All successful applicants must demonstrate that they use at least (1) volunteer in their agency. (Applicants must upload a Volunteer Form into Grants Gateway as part of the online application to document use of volunteers).

The “Volunteer Form” template that is linked from the Pre-Submission Uploads page of Grants Gateway, says “Child Advocacy Center Forensic Interviewer and Equipment Grant Application” at the top. Is this the correct form/template for the Case Manager Services application? If so, what are the instructions for filling in the third column “Time Used as Match”? (If not, will OVS be uploading a new Volunteer Form customized for this grant application?)

**A37) While this form is incorrectly titled, this is the correct form to use for the Case Manager Services application. Since there is no match requirement for this procurement, please enter “N/A” for not applicable in column 3.**

Q38) Is it acceptable if the volunteer(s) are associated with a variety of programs/services that an applicant delivers to victims of domestic violence, or must the volunteer(s) be associated strictly with the department that engages our one existing Case Manager?

**A38) Yes.**

Q39) In the “Positions Description Form template on Grants Gateway, the instructions within the Excel template indicate, “Include volunteers and positions funded by OVS and/or match.” Question: If we will simply hire one Case Manager with OVS funds from this opportunity, is it acceptable to populate only one row of this table, or are we required also to list a minimum of one volunteer position, thereby adding/populating a second row? Question: Does OVS wish for applicants to list other positions funded by OVS on this form if not related to this Case Manager Services funding opportunity?

**A39) It is acceptable to populate only one row of this table. No other positions funded by OVS should be listed on this form.**

Q40) In the Pre-Submission Uploads area of Grants Gateway for this opportunity, the “Annual Funding from All Other Sources” form includes Instructions that say, “List all funding supporting crime victim services within your organization, whether or not it's used toward your agency's third-party match as listed on the Annual Summary Budget Form.” Question #1: Does this reference to “third-party match” apply specifically/only to the 25% of funding of overall organizational financial support that comes from sources other than the VOCA Crime Victims Fund... or does “third-party match” apply to something different? Question #2: Where do applicants find the “Annual Summary Budget Form?” template mentioned in the instructions, and where within Grants Gateway do applicants then re-upload it once it has been populated/completed?

**A40) Since there is no match requirement for this procurement, third-party match is not applicable. The initial year's budget is entered on the “Expenditure Budget” section within the Grants Gateway. Years 2 & 3 budgets are located in the “Pre-Submission Uploads” section within the Grants Gateway.**

Q41) The Application Instructions link/document that appears on Grants Gateway indicate the following paragraph, which appears to be at odds with what we see in the RFA:

- **Objectives, Tasks and Performance Measures (20%)**

The Program Work Plan should identify all the objectives and performance measures that address the needs identified in the Problem Statement section, and the services and activities described in the Proposed Services and Implementation section. At a minimum, the proposal must include the three (3) required objectives and five (5) required tasks defined in the Overview of the Work Plan Statement of the RFA. Additionally, the proposal must certify that the case manager(s) hired through this solicitation will serve as the liaison with the OVS Vocational Rehabilitation Unit as well as point of contact for the New York State Civil Legal Network once the Network becomes operational.

Question: Are applicants expected to include *three* (3) required objectives, per above, or just *one* (1) as per the RFA?

**A41) There was an error in the Application Instructions in the Grants Gateway that has subsequently been corrected. Applicants are required to include (1) Objective and (2) Tasks as outlined in the RFA. Updated Application Instructions are now available in the Grants Gateway. Please note that there has been an addendum to the RFA and now there is only 1 mandatory task.**

Q42) In Grants Gateway, in the Objectives and Tasks pull-down menu, are applicants required to engage the “Information and Referral” objective and the “Victim Compensation and Application” objective that both appear within the pull-down menu? Or ignore those completely and only engage the “Personal Advocacy/Accompaniment” objective?

**A42) “Personal Advocacy/Accompaniment” is a required objective. While other objectives are not required, applicants are encouraged to select any and all applicable objectives.**

Q43) The Application Instructions link/document indicates, for Form 3 – Position Description Form, “If you are planning to hire forensic interviewers, you must complete a position description form for each position you propose to fund through this grant...”  
Question: if the applicant is planning to hire a Case Manager, but not a forensic interviewer, are we required to fill out this form?

**A43) There was an error in the Application Instructions in the Grants Gateway that has subsequently been corrected. Applicants are still required to submit a Position Description Form.**

Q44) Page 24, Section 8 “Other Important Requirements for Funding”:

The fifth bullet states, “All successful applicants must demonstrate substantial financial support from sources other than the Crime Victims Fund. This can be demonstrated when at least 25% of the program’s funding in the year or, or the year preceding the award comes from such sources, which may include other federal funding programs. (Applicants must upload the “Annual Funding from All Other Sources” Form into Grants Gateway as part of the on-line application to document other financial support.) This is a pass/fail element of procurement.

Context-Question: We are a comprehensive domestic violence services agency, with a shelter program and non-residential victim services (like counseling and advocacy programs). We presently support a single case manager for our shelter program residents only. If we want to use this grant to supply a case manager to support both residential and non-residential clients (crossing over our departments and programs for victims), do we need to demonstrate that at least 25% of our shelter departmental/program budget (and/or 25% of our non-residential services departmental/program budget) is coming from other sources? Would it be acceptable for us to demonstrate that across our entire organization, at least 25% of funding

comes from outside of the Crime Victims Fund?

**A44) Organizations must demonstrate that across their entire organization, at least 25% of funding comes from outside of the Crime Victims Fund.**

Q45) If I do not plan on including any indirect costs, do I need to include this form with the application?

**A45) Yes, if not applicable, please upload a document stating “Not Applicable”.**

Q46) Page 9 of the grant provides specific information concerning transportation assistance. Can transportation used by the grant funded staff to go to meet with a victim count for this? It is difficult to interpret if transportation assistance has to be funds provided to a victim to utilize public transportation or costs for staff to transport a victim somewhere.

**A46) Transportation assistance includes both providing a victim with public transportation costs as well as costs for staff to transport a victim. Please note that the RFA has been amended to read that task #10 is no longer a required task, but it is an optional task.**