



The Criminal Justice Coordinating Council (CJCC) is pleased to announce that it is seeking competitive applications for funding to manage the operations of a Minor Human Trafficking toll-free hotline that operates 24 hours a day, every day of the year, to conduct assessments to determine victimization and needs, provide community-based follow up and after care services, and to develop and conduct training under the Temporary Assistance for Needy Families (TANF) Grant Program.

**Temporary Assistance for Needy Families (TANF) GRANT PROGRAM FY 2021  
MINOR HUMAN TRAFFICKING SERVICES AND TRAINING  
COMPETITIVE REQUEST FOR APPLICATIONS**

CFDA 93.558

**GENERAL ELIGIBILITY**

Applicants are limited to agencies within Georgia whose sole purpose is to serve crime victims, particularly of trafficking, and are operated by a public agency, nonprofit organization, or combination of such agencies or organizations or other public and nonprofit organizations that have components which offer services to human trafficking crime victims.

Applicant agencies should be certified and eligible to receive Local Victim Assistance Program (LVAP) 5% funds and be certified to provide trauma-informed services to trafficking victims by CJCC. Agencies without certification may apply for funding; however, if funding is awarded the agency must complete certification requirements prior to being awarded TANF funds.

**DEADLINE**

Applications are due at 5:00 p.m. on Monday, June 1, 2020.

**AWARD PERIOD**

Initial award period July 1, 2020 – June 30, 2021. Awarded agencies will be eligible annually for continued funding at the amount awarded through June 30, 2023. All continuation funding will be contingent upon availability of funds and compliance with grant management requirements.

**TOTAL AWARD AMOUNT**

Up to \$850,000 in total funds will be awarded for the four purpose areas outlined.

**CONTACT INFORMATION**

For assistance with this solicitation, contact Erica Mortonson at [erica.mortonson@cjcc.ga.gov](mailto:erica.mortonson@cjcc.ga.gov).

*In accordance with the Americans with Disabilities Act, the State will provide reasonable accommodation for persons with disabilities. If you need a reasonable accommodation, please contact CJCC at 404-657-1956.*

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**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) GRANT PROGRAM  
FY 2021  
MINOR HUMAN TRAFFICKING SERVICES & TRAINING COMPETITIVE  
REQUEST FOR APPLICATIONS**

**CRIMINAL JUSTICE COORDINATING COUNCIL**

The Criminal Justice Coordinating Council (CJCC) is designated by the Governor of Georgia as the State Administering Agency for criminal justice and victims' assistance programs. Created by the General Assembly (O.C.G.A. § 35-6A-2), the Council is comprised of twenty-seven members representing various components of the criminal justice system. CJCC is charged with fiscal and programmatic oversight of TANF for trafficking initiatives.

CJCC is soliciting applications for funding to manage the development and operations of a Minor Sex Trafficking Hotline and to conduct assessments for suspected youth under the Temporary Assistance for Needy Families (TANF) Grant Program. Interested agencies must apply to be considered for funding. Agencies are encouraged to read this entire Request for Applications (RFA) thoroughly before preparing and submitting a grant application. This application is open to all agencies that meet the eligibility guidelines for the TANF program. Decisions about grant awards will be determined through a competitive, multi-agency review process.

**OVERVIEW**

The Temporary Assistance for Needy Families (TANF) block grant provides grants to states, Indian tribes, and territories for a wide range of benefits, services, and activities that address economic disadvantage. TANF is best known for funding state cash welfare programs for low-income families with children. It was created in the 1996 welfare reform law (The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, P.L. 104-193), replacing the Aid to Families with Dependent Children (AFDC) cash welfare program and several related programs. Since 2015, CJCC has administered TANF funds to support trafficking initiatives in Georgia.

**A. ELIGIBILITY REQUIREMENTS**

Awards are limited to organizations that provide services to human trafficking crime victims and are operated by a public agency, a nonprofit organization, or a combination of such agencies or organizations. Service provision must be available to crime victims regardless of victims' participation in the criminal justice system and immigration status. Please note that any award made pursuant to this solicitation is dependent upon the receipt and availability of federal grant awards and any requirements or conditions attached thereto.

**APPLICANT ELIGIBILITY REQUIREMENTS**

An eligible applicant in any Purpose Area must meet the following criteria:

1. Be a non-profit organization or a public government entity;
2. Serve as the fiscal agent for the grant and the point of contact to CJCC;
3. Be responsible, liable, and oversee financial, program, and post-award reporting requirements;
4. Be certified and eligible to receive Local Victim Assistance Program (LVAP) 5% funds and be certified to provide trauma-informed services to trafficking victims; and
5. Have a history of providing specialized, trauma-informed direct services to human trafficking victims.

### **ELIGIBILITY REQUIREMENTS**

Established eligibility criteria must be met by all organizations that receive TANF funds. These funds are to be awarded to applicants only for providing services directly to victims of crime through their staff.

Each applicant organization shall meet the following requirements:

- **PUBLIC OR NON-PROFIT ORGANIZATION** – To be eligible to receive TANF funds, organizations must be operated by a public or private non-profit organization, or a combination of such organizations, and provide services directly to crime victims.
- **RECORD OF EFFECTIVE SERVICES** – Existing programs must demonstrate a record of providing effective services to human trafficking crime victims. This includes having the support and approval of its direct services by the community, a history of providing direct services in a cost-effective manner, and a breadth or depth of financial support from other sources.
- **DIVERSE FUNDING SOURCES FOR NEW PROGRAMS** – Those programs that have not yet demonstrated a record of providing services may be eligible to receive TANF funding if they can demonstrate that at least 25% of their financial support comes from non-federal sources in the year of or the year preceding the award. Generally, organizations should have a variety of funding sources besides federal funding in order to ensure their financial stability.
- **PROMOTION OF COMMUNITY EFFORTS TO AID CRIME VICTIMS** – Promote community-served coordinated public and private efforts to aid trafficking victims. Coordination may include, but is not limited to, serving on federal, state, local, or tribal work groups to oversee and recommend improvements to community responses to trafficking victims and developing written agreements and protocols for such responses.
- **ASSISTANCE TO VICTIMS IN APPLYING FOR COMPENSATION** – Assist potential recipients of crime victim compensation benefits (including potential recipients who are victims of federal crime) in applying for such benefits including, but not limited to: referring such potential recipients to an organization that can so assist, identifying crime victims and advising them of the availability of such benefits, assisting such potential recipients with application forms and procedures, obtaining necessary documentation, monitoring claim status, and intervening on behalf of such potential recipients with the crime victims' compensation program. Eligible applicants include coalitions or membership organizations of direct service agencies that provide the above crime victim compensation services.
- **COMPLY WITH FEDERAL RULES REGULATING GRANTS** – Applicants must comply with the applicable provisions of TANF, which includes maintaining appropriate programmatic and financial records that

fully disclose the amount and disposition of TANF funds received. Other requirements are also outlined in the special conditions to the subgrant award given by CJCC. This includes financial documentation for disbursements, daily time and attendance records, program records, client files, the portion of the project supplied by other sources of revenue, job descriptions, contracts for service, and other records which facilitate an effective audit.

- **COMPLY WITH CJCC GRANT REQUIREMENTS** – Agencies must adhere to financial and programmatic guidelines, comply with deadlines, and provide all information to CJCC and/or other state/federal agencies as requested in a timely manner, including: Department of Human Services, Office of the Inspector General, Georgia Department of Audits and Accounts, and Administration of Children and Families.
- **SERVICES TO VICTIMS OF FEDERAL CRIMES** – Applicants must provide services to victims of federal crimes using the same standards as victims of state and/or local crimes. Eligible applicants include coalitions or membership organizations of direct service agencies that provide the above crime victim services.
- **PROMOTE VICTIM SAFETY** – CJCC prohibits activities that compromise victim safety, such as requiring victims to meet with offenders.
- **MAINTAIN CONFIDENTIALITY** – Eligible agencies must have policies and procedures in place that reasonably protect the confidentiality and privacy of persons receiving services under this program. These measures must prohibit the release of personally identifying information or client information except in certain circumstances. Policies and procedures must allow for information sharing of certain non-personally identifying data and court, law enforcement, and prosecution-generated information in certain circumstances.
- **5% LOCAL VICTIM ASSISTANCE PROGRAM (LVAP) CERTIFICATION AND ELIGIBILITY** – Applicant agencies **should** be certified and eligible to receive 5% funds. Agencies **without** certification may apply for funding; however, if funding is awarded the agency will have to [complete certification](#) requirements prior to being awarded TANF funds.
- **HUMAN TRAFFICKING ASSISTANCE ORGANIZATION** – Applicant agencies should be a SB158 Certified Human Trafficking Assistance Organization. Agencies **without** certification may apply for funding; however, if funding is awarded the agency will have to complete certification requirements prior to being awarded TANF funds.

### **SPECIFIC ELIGIBILITY REQUIREMENTS**

The applicant must be able to show:

1. A history of direct service to victims of trafficking;
2. A history of established partnerships with:
  - i. Local Victim Service Providers
  - ii. Local, State, and Federal Law Enforcement Agencies
  - iii. Local, State, and Federal Prosecution Offices
  - iv. State Agencies
  - v. Federal Agencies

3. Active involvement in the local Family Violence Task Force, Sexual Assault Response Team, and other youth serving Multi-disciplinary Teams;
4. Proven history of the effectiveness of services provided;
5. Diversified funding streams to assist in the operation of the agency's program;
6. History of financial stability and grants management; and
7. Engagement in public/private partnerships.

Eligible applicants include coalitions or membership organizations of direct service agencies that meet the above local level criteria.

## **B. PURPOSE & PRIORITY AREAS**

CJCC will grant awards to operate a statewide 24/7 hotline to report suspected trafficking in youth, and for agencies to conduct assessments to verify trafficking victimization and recommendations for further services, to provide community-based services including follow up and after care services, and to develop and conduct training. These awards will increase victims' safety and improve the likelihood of successful navigation of the criminal and civil justice systems. Funding awarded will cover, at a minimum, personnel costs for the operation of a 24/7 in person hotline for suspected trafficked youth, personnel costs to conduct assessments to verify victimization and to make recommendations for services, supplies, personnel costs to provide community-based services including follow up and after care services, travel to conduct assessments and to attend the Shared Hope conference and National Child Abuse conference. CJCC will provide technical assistance to funded programs. CJCC encourages applicants to apply in all Purpose Areas but will accept applications in any Purpose Area.

**PURPOSE AREA 1: ESTABLISH AND OPERATE 24/7 STATEWIDE MINOR TRAFFICKING HOTLINE**

**PURPOSE AREA 2: CONDUCT ASSESSMENTS FOR SUSPECTED TRAFFICKED MINORS**

**PURPOSE AREA 3: PROVIDE COMMUNITY-BASED FOLLOW-UP & AFTER CARE SERVICES**

**PURPOSE AREA 3: DEVELOP AND CONDUCT TRAINING**

### **PURPOSE AREA 1: 24/7 STATEWIDE MINOR TRAFFICKING HOTLINE GUIDELINES**

The goal of the hotline is to maintain and support the operation of the hotline, which includes telephone, text, chat, and website capabilities. The toll-free hotline will operate 24 hours a day, every day of the year. Trained, experienced human trafficking advocates will provide services and assistance through the hotline to victims of human trafficking and individuals calling to report suspected trafficking. The hotline is a critical part of Georgia's anti-trafficking response; human trafficking victims and survivors, social service agencies, nongovernmental organizations, law enforcement, governmental agencies, and the community rely on the hotline for victim identification and service referrals. The following activities are required:

1. Operate the Minor Trafficking Hotline, a 24/7 hotline that receives signals through telephone, text, chat, and website.

2. Provide a timely response - calls to Hotline must be answered immediately, or returned within 15 minutes of receipt of call;
3. Provide an immediate assessment of the safety of the subject of the Hotline call;
4. Determine if immediate action is necessary and initiate a multi-disciplinary response including law enforcement, DFCS, DJJ, forensic medical and mental health professionals, Receiving Hope Center, and forensic interview professionals (as determined on a case by case basis);
5. Promote hotline services to increase the identification and protection of victims of human trafficking;
6. Provide information and service referrals to victims of human trafficking using a trauma-informed, person-centered, culturally responsive, and linguistically appropriate approach in a timely manner;
7. Provide information and service referrals to individuals reporting suspected human trafficking using a trauma-informed, person-centered, culturally responsive, and linguistically appropriate approach in a timely manner; and
8. If delayed action is appropriate, notify law enforcement agencies, DFCS, and multidisciplinary partners of potential cases of human trafficking, and document emerging trafficking schemes to assist in the detection and investigation of trafficking cases.
9. The hotline must have a functional case management system to track signals received, actions taken by the hotline advocate, response times, and all other imperative data to ensure individuals who may be experiencing trafficking or reporting suspected trafficking are served properly.
10. Please see Appendix B “Minor Human Trafficking Hotline Compliance and Monitoring Tool” for additional program requirements.

## **PURPOSE AREA 2: CONDUCT ASSESSMENTS FOR SUSPECTED TRAFFICKED MINOR**

1. Collaboratively with state partners including state law enforcement, DFCS, and direct services providers, review the current statewide screening tool for the confirmation of minor human trafficking victims and revise as needed;
2. Conduct timely, in-person, research-informed screenings for suspected trafficked youth;
3. Administer research-based assessments;
4. Provide recommendations for individual care and service planning based on assessment findings and prioritize referrals to the Receiving Hope Center and Certified DMST Safe Homes when appropriate;
5. Implement outreach intervention strategies to keep youth safe and help them leave “the life”;
6. Provide approaches to identify and minimize sexual exploitation and human trafficking situations;
7. Coordinate and sustain partnerships in order to expand access to services that respond to the needs of youth experiencing trafficking;
8. Establish and/or strengthen the integration of comprehensive services that enhance protective factors;

9. Provide preventive services that enhance protective factors, such as connection to schools, vocational services, friends, and caring adults; and
10. Identify and provide services to youth who are victims of any type of sexual victimization and human trafficking.
11. Assessments should determine a youth's immediate needs, physical and behavioral health, connection to family, safety, access to resources, issues of neglect or abuse, and other risk and protective factors impacting his/her well-being and self-sufficiency.
12. Assessments must be individualized and conducted within 24 hours of notification.
13. Assessments are preferred to be conducted locally and in coordination of a forensic interview to minimize trauma.
14. Assessment tools must also be able to evaluate the unique needs, such as, but not limited to: 1) youth who are pregnant or parenting; 2) system-involved youth, to include Juvenile Justice and child welfare; 3) sexually exploited or trafficked youth; 4) youth in need of substance abuse or mental health services; and 5) other vulnerable populations (e.g., Native American, youth with disabilities, LGBTQ+).
15. Projects must coordinate with system of care providers to ensure the ability to serve the trafficked youth population. Service linkages must include, but are not limited to:
  - Receiving Hope Center
  - Certified DMST Safe Homes
  - Certified Trauma-Informed Human Trafficking Serving Organizations
  - Children's Advocacy Centers
  - Health (Medical/Dental)
  - Mental health/emotional support
  - Substance abuse treatment
  - Schools
  - Child welfare
  - Juvenile Justice
  - Continuums of Care
  - Employment services
  - Sexual Assault Centers
  - Forensic Medical providers
  - Dating violence services
  - Housing
  - Legal services
16. Actively participate in local MDT meetings and case reviews;
17. Actively participate in Statewide CSEC MDT monthly meeting and case review;
18. Participate in ongoing and relevant training and educational opportunities, including cross-discipline, MDT, peer review, and skills-based learning; and
19. Participate in the Georgia Coalition to Combat Human Trafficking Task Force Meetings.
20. Must have a functional case management system to track number of assessments conducted, response times, and all other imperative data to ensure individuals who may be experiencing trafficking or reporting suspected trafficking are served properly.



### **PURPOSE AREA 3: COMMUNITY-BASED FOLLOW UP & AFTER CARE SERVICES**

1. Must provide follow-up care to youth, including, but not limited to, care visits, calls, and any form of open and active communication.
2. Must establish and maintain collaborative networks with agencies such as victim advocacy groups, local community mental health agencies, local health clinics, local businesses, vocational support services, schools, police, shelters, etc.
3. Must provide intensive case management services.
4. The case manager/advocate will coordinate service delivery; ensure communication among providers internally and externally; ensure follow up of any recommended assessments or services; collaborate with DFCS, the juvenile court system, including DCS and probation; act as an advocate for the client with medical professionals, courts, etc.; aid in the development and coordination of treatment plans; and ensure communication with family and placing agency.
5. Must maintain an organizational structure and services framework that involves understanding, recognizing, and responding to the effects of trauma and an understanding of potential paths for resiliency. The trauma informed environment of care must also emphasize physical, psychological, and emotional safety designed to rebuild a sense of control and empowerment to the child.
6. Once basic safety is established, the program should seek to help the youth make meaning of the experience and establish a stable, effective, prosocial identity. The trauma informed environment of care must include maintenance of an organizational structure and interventions that minimize the risk of exposing the child to re-traumatization.
7. Must have a functional case management system to track case management services and all other imperative data to ensure individuals who may be experiencing trafficking or reporting suspected trafficking are served properly.

### **PURPOSE AREA 4: DEVELOP AND CONDUCT TRAINING**

1. Increase awareness and understanding of the needs of trafficked youth to every sector, agency, organization, and persons who may come into contact with trafficked youth and at-risk youth.
2. Facilitate increased understanding of the state-level approach to combat human trafficking.

## **C. GRANT AWARD AGREEMENT**

**GRANT AWARD PERIOD:** The initial grant award period covers July 1, 2020 – June 30, 2021. The awarded agency(s) will be eligible for continuation funding annually at the amount originally awarded through June 30, 2023. All continuation funding is contingent on availability of funds and compliance with grant management requirements.

The funding source is the Temporary Assistance for Needy Families Grant Program. If the funds appropriated are reduced or eliminated by Administration for Families and Children (ACF) or Department of Human Services (DHS), CJCC may immediately terminate or reduce the grant award by written notice to the grantee. Termination or reduction will not apply to allowable costs already incurred by the grantee to the extent that funds are available for payment of such costs.

**MODIFICATION OF FUNDS:** CJCC reserves the right to make changes to the application budget at the time of the grant award and will communicate any changes to the applicant. CJCC may negotiate all or part of any proposed budget after issuing the award agreement due to funding or program requirements provisions.

## **D. REPORTING REQUIREMENTS**

CJCC requires that grantees comply with and fully participate in the financial, programmatic, and evaluation reporting for this grant program as well as the main components of evaluation and program reporting. Subgrantees are expected to establish data collection and reporting systems to provide CJCC with accurate data by each quarterly deadline. CJCC staff provides training and technical assistance to assist subgrantees in accurate data collection and reporting. Assistance may be requested by contacting the auditor/examiner assigned once the award is approved.

Failure to submit any required reports by the deadline specified may significantly delay any and all Subgrant Expenditure Reimbursements (SERs) submitted relative to the grant period. Repeated or continued delays may result in a reduction to the overall grant award or freezing of funds for noncompliant agencies.

### **QUARTERLY PROGRESS REPORTS**

All TANF grantees will be required to submit the following information on a quarterly basis. Agencies will be monitored and assessed based on the project timeline, services, goals, and objectives agreed upon by the agency and CJCC.

1. Documentation of Hotline coverage and response time;
2. Updated activities timeline;
3. Number of meetings held with the community;
4. Number of local community forums attended;
5. Number of presentations attended/provided at community meetings and forums;
6. Success stories, at least one per quarter;
7. Hotline calls received;
8. Number of youth referred, including number of reports from LE, DFCS, DJJ, and other;
9. Referral source and referral number by county;
10. Number of youth referred: Trafficked Youth vs At-Risk, girls vs. boys, other pertinent demographic information and total number of referrals per month;
11. Number of assessments administered;

- 12. Services delivered to victims during the month;
- 13. Outreach completed for the quarter; and
- 14. Narrative of general updates.

<b>QUARTERLY PROGRESS REPORTS</b>		
<b>QUARTER</b>	<b>REPORTING PERIOD</b>	<b>DUE DATE</b>
<b>1</b>	<b>July 1 – September 30</b>	<b>October 30</b>
<b>2</b>	<b>October 1 – December 31</b>	<b>January 30</b>
<b>3</b>	<b>January 1 – March 31</b>	<b>April 30</b>
<b>4</b>	<b>April 1 – June 30</b>	<b>July 30</b>

Statistical reports must be submitted electronically using a CJCC-approved online reporting tool or data management system. Subgrantees will receive the link for the reporting tool and a permanent username and password to complete their reports. The link to submit these reports will be activated at the beginning of the reporting period and shut down on the last day of the reporting period.

**MONTHLY OR QUARTERLY SUBGRANT EXPENDITURE REQUESTS**

Upon acceptance of the award, each agency is required to submit SERs on a monthly or quarterly basis to CJCC. Monthly SERs are due on the 15th day of the month immediately following the month in which expenses were incurred, i.e., a SER for expenses incurred in January is due by February 15. Quarterly SERs are due on the following dates for the corresponding financial reporting periods:

<b>QUARTERLY SERs</b>	
<b>FINANCIAL REPORTING PERIOD</b>	<b>DUE DATE</b>
<b>October 1 – December 31</b>	<b>January 30</b>
<b>January 1 – March 31</b>	<b>April 30</b>
<b>April 1 – June 30</b>	<b>July 30</b>
<b>July 1 – September 30</b>	<b>October 30</b>

Requests with an original signature must be submitted via mail to the assigned grant specialist for processing to begin and prevent delays. Delays may also occur if statistical reports are not submitted.

## **E. AWARD REQUIREMENTS**

If an applicant agency is approved for a federal award, then the agency is expected to meet certain requirements. Various requirements, many of which are time sensitive, can be met with proper documentation available upon request. All subgrantees are required to be in, or diligently work toward, compliance. It is the responsibility of the agency to become acquainted with such requirements.

### **RELIGION**

Grantee programs may not promote, discuss, or teach religion. Program activities and services are required to be accessible to any interested participant, regardless of religious affiliation.

### **CRIMINAL BACKGROUND CHECKS**

All subgrantees shall undergo a criminal history investigation which shall include a fingerprint record check pursuant to the provisions of § 49-2-14 of the Official Code of Georgia, Annotated (O.C.G.A.). New staff/sub-contractors must have a successful criminal history fingerprint background check prior to service provision. Existing staff must have a successful criminal history fingerprint background check every five (5) years from the initial criminal background check.

### **INTERNET SECURITY POLICY**

CJCC requires all subgrantees to establish and enforce an Internet Security Policy when participants, volunteers, and/or staff have access (supervised or unsupervised) to protect the confidentiality, integrity, and availability of data while preventing malicious and other security threats. This includes any technology provided by CJCC funding and technology utilized by participants during a CJCC funded program component.

### **COMPLIANCE WITH CJCC GRANT REQUIREMENTS**

Agencies must adhere to financial and programmatic guidelines, comply with deadlines, and provide all information to CJCC as requested in a timely manner.

### **FISCAL ACCOUNTABILITY**

Commingling of funds on either a program-by-program or project-by-project basis is prohibited. The subgrantee's accounting system must maintain a clear audit trail for each source of funding for each fiscal budget period and include the following:

- Separate accountability of receipts, expenditures, disbursements, and balances. CJCC recommends creating an account in the accounting system for each grant using the grant number provided by CJCC.
- Itemized records supporting all grant receipts, expenditures, and match contributions in sufficient detail to show exact nature of activity.
- Data and information for each expenditure and match contribution with proper reference to a supporting voucher or bill properly approved.

- Hourly timesheets describing work activity, signed by the employee and supervisor, to document hours personnel worked on grant related activities. Match hours must be documented in same manner.
- Maintenance of payroll authorizations and vouchers.
- Maintenance of records supporting charges for fringe benefits.
- Maintenance of inventory records for equipment purchased, rented, and donated.
- Maintenance of billing records for consumable supplies (i.e., paper, printing) purchased.
- Provisions for payment by check.
- Maintenance of travel records (i.e., mileage logs, gas receipts).
- Lease agreements, contracted services, and equipment purchases that adhere to established procurement processes.

### **OFFICE OF CIVIL RIGHTS**

Pursuant to 28 C.F.R. Section 42.302, all subgrantees of federal funds must be in compliance with [Equal Employment Opportunity Plan](#) (EEO) and Civil Rights requirements. All programs that receive TANF funds or are sub-awarded TANF funds via program agreements are required to conform to the grant program requirements. If there is a violation to this it may result in suspension or termination of funding until such time as the subgrantee is in compliance. Information on required bi-annual Civil Rights trainings can be found under [Office for Civil Rights - Training for Grantees](#) on the OJP website.

### **NONDISCRIMINATION**

Federal laws prohibit subgrantees of financial assistance from discriminating on the basis of race, color, religion, national origin, sex, or disability in funded programs or activities, not only in respect to employment practices but also in the delivery of services or benefits. Subgrantees must maintain statutorily required civil rights statistics on victims served by race, national origin, sex, age, and disability within the timetable established by CJCC. Compliance with guidance as may be issued from time to time by the Office for Civil Rights and CJCC is required per 28 C.F.R. part 42.

### **LIMITED ENGLISH PROFICIENCY (LEP) INDIVIDUALS**

In accordance with US Department of Justice guidance pertaining to Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, subgrantees of federal assistance must take reasonable steps to provide meaningful access to their programs and activities for persons with Limited English proficiency. For more information, access <http://www.lep.gov>. CJCC requires subgrantees to have written LEP plans that outline their policies and procedures for ensuring victims have access to necessary forms of communication, both written and verbal.

### **EQUAL EMPLOYMENT OPPORTUNITY PLANS**

The applicant agency must meet the requirements of 28 CFR 42.301 et seq., EEO. The plan must cover the grant period specified in the application. If technical assistance is needed while preparing an [Equal Employment Opportunity Plan](#), please contact the Office for Civil Rights Compliance Specialist, Office of Justice Programs, Washington, D.C., (202) 307-0690.

## **AWARD ACCEPTANCE**

To accept the grant award, each applicant must return all award documents and all required forms with original signatures within 45 calendar days of the award date. The applicant will be unable to request funds until all required documents are accurately completed and returned to CJCC.

## **SPECIAL CONDITIONS**

At the time of the subgrant award, CJCC will assign special conditions for each approved project. Each subgrantee should refer to their award packet for their special conditions. Applicants agree to comply with all the guidelines set forth by CJCC. These guidelines can be found in the Subgrantee Programmatic and Fiscal Compliance Policy on CJCC's website. Any programmatic and/or fiscal noncompliance may result in a reduction of the award.

## **OTHER**

Applicants must comply with all forms, assurances, and certifications in relation to this RFA. This includes maintaining a DUNS number, EIN, active registration with the System for Award Management (SAM), and other federal forms as requested by CJCC in the award packet.

## **POST-AWARD REQUIREMENTS**

- 1. Grant Management Workshop** - If an applicant is awarded a grant, the subgrantee will be required to attend a CJCC grant management workshop.
- 2. Compliance Monitoring** - CJCC staff monitoring activities will also be conducted throughout the grant year, i.e. annual site visits and desk reviews. Site visits and desk reviews will be conducted to monitor the program for implementation and to view program documentation.
- 3. Additional Training, Technical Assistance, and Events** - CJCC may offer several nonmandatory, post-award training and technical assistance opportunities and special events. Grantees will be informed of events via e-mail, and the events will be posted on the CJCC website. CJCC staff will also give *ongoing, individual technical assistance and other support activities* to subgrantees as needed or requested throughout the year.

## **F. APPLICATION INSTRUCTIONS**

1. Please refer to Appendix A, *Application Form Descriptions*, to prepare for the application process.
2. Applications must be submitted online via **FORMSTACK**.
3. Applications must be submitted by **5:00 pm on Tuesday, June 1, 2020**.
4. The required attachments must be correctly completed and uploaded with the application submission. The online application system will only upload **one** attachment for each field. If an applicant has multiple documents, it will be necessary to combine them or submit under separate attachment fields.

5. Before you submit, review your application from start to finish to ensure you submit complete and accurate information.
6. You will be asked to fill out the name, title, phone number, and email of up to two points of contact for this application. Only these persons may receive a confirmation email once the application is submitted. They will also be the persons contacted in the event of any questions about the application.
7. To finalize the application, please enter the name of the person submitting the application to certify completion.
8. Please be sure to click submit so that the online application is received. If more than one application is submitted for the same project, CJCC will only accept the most recent application.
9. Once submitted, please right click the screen to print and save a .pdf of the confirmation page. The application point of contact will receive a confirmation email as well.

Applicants who experience technical difficulties or emergency circumstances should contact Erica Mortonson immediately at [Erica.Mortonson@cjcc.ga.gov](mailto:Erica.Mortonson@cjcc.ga.gov) or (404) 654-1814 to request an extension or alternate method of applying.

## **G. ATTACHMENTS**

The following attachments are required with the application:

- Project Narrative
- Detailed Budget Worksheet
- Budget Narrative
- Organizational Chart
- Supporting Documentation for Budgeted Items
- Letters of Support
- Project Abstract

### **PROJECT NARRATIVE**

All applicants must attach a project narrative describing the proposed project in 12 pages or less. The narrative must be double-spaced in Times New Roman, 12-point font, and attached as a Word or .pdf document. The following elements are required in the project narrative. Please include section headers and provide the information in the order requested.

- 1) **SERVICE-AREA DESCRIPTION:** This is a statewide project. Applicant should show an understanding of the statewide landscape by providing relevant data and characteristics about the service area and target population to be served by the applicant, including geographic area, demographics, special characteristics, accessibility, and trends in crime and service provisions.
- 2) **COMMUNITY SUPPORT & READINESS:** Demonstrate an understanding of the services and/or training you wish to be implemented/delivered and how you will engage community partners in this highly collaborative project. Describe the partner agency community support for the applicant, including required partners and other state community partners. Describe the history of collaboration between

partners on state and local initiatives and projects; include examples highlighting successes and challenges.

- 3) **NEEDS STATEMENT:** Provide a statement illustrating the specific problem(s)/gap(s) the proposed project and/or trainings will address. Only use data that is verifiable and relevant to the target population. Provide citations for all data sources. Include a statement explaining how the proposed activities and services will address the needs of the target population and/or proposed service area.
- 4) **PROJECT GOALS:** Under each proposed area for which the agency is applying, provide clear goals and objectives that comprehensively describe how the project will be implemented. These goals should include, but should not be limited to, the following:
  - a. Secure support and MOUs from the required public and private agency partners.
  - b. Address requirements under each applicable purpose area.
  - c. Develop policies and procedures with community partners to ensure coordinated services are provided to clients through a centralized intake process that maintains confidentiality and enhances the safety of clients and professionals.
  - d. Develop a sustainability plan.
  - e. Establish procedures for the ongoing input, feedback, and evaluation of services and trainings by survivors, community-based crime victim service providers and advocates, law enforcement, and other partners.
  - f. Provide culturally and linguistically appropriate services.
- 5) **PROJECT ACTIVITIES AND TIMELINE:** Establish a comprehensive timeline that includes action steps, and person(s) responsible for the activity.
- 6) **EVALUATION PLAN:** Establish an evaluation plan that includes the following:
  - a. Describe what data the agency collects, or will collect, for the proposed services/trainings, including qualitative and quantitative data.
  - b. State how services and operations will be monitored, measured, and evaluated. Please state any possible barriers to success and how your agency will mitigate these barriers.
  - c. Please describe your financial sustainability plan for this project. If applicable, include how other funding streams will be used to supplement and contribute to this project.
  - d. Please describe your ability to maintain adequate cash flow for this project for at least 90 days.

## **BUDGET FORMS**

### **BUDGET DETAIL WORKSHEET**

All applicants must attach a budget using the provided [Budget Detail Worksheet](#). All line items within the budget are subject to review and approval. Decisions related to these budget line items are based on



allowance of line item costs per TANF program guidelines, justification of costs in relation to project activities, and reasonableness of costs based on current market rates.

### **BUDGET NARRATIVE**

The budget narrative should be completed for clarity of expenses requested in the different budget categories. Applicants must provide details on each cost item in the budgets. For example, applicants may not just include a cost item for “Speaker Contracts,” the applicant must describe what the event is and its purpose, a brief bio of the speaker, and a justification of including this cost and value added to the grant. Grantees are responsible for obtaining and executing necessary agreements with partners or contractors providing services under this agreement. Documentation and copies of agreements can be requested by CJCC at any time during the contract period.

**SUPPLANTATION** - Supplanting occurs when a state, local, or tribal government reduces previously allocated or appropriated funds by an agency for an activity, specifically because federal funds are available (or expected to be available) to fund the same activity. Any reduction in non-federal resources allocated for the same time period and the same purpose as the federal grant award will be subject to careful review.

To avoid potential supplanting issues, the following general guidelines should be followed:

- Federal funds cannot be used to pay for existing employees unless the existing position is “back-filled” with a new hire.
- Federal funds cannot be used to pay for items or costs that the subgrantee is already obligated to pay with state, local, or tribal funds.
- State, local, or tribal funds previously appropriated, allocated, or budgeted for award purposes cannot be reduced or reallocated to other purposes because of receipt of federal funds.
- Maintain contemporaneous documentation demonstrating that any reductions in non-federal resources budgeted for award purposes is unrelated to the receipt or expected receipt of federal funds. Examples of supporting documentation may include, but are not limited to, budget sheets and/or directives; city council or departmental meeting minutes; agency memoranda, notices, or orders; and any other official documents addressing the reduction in non-federal resources.

Funds must be used to supplement existing funds for program activities and cannot replace or supplant funds that have been appropriated for the same purpose. Supplanting may be grounds for suspension or termination of current and future federal funding, recovery of misused federal funds, and/or other remedies available by law.

### **ORGANIZATIONAL CHART**

Attach an organizational chart that include names, titles, and salaries for your agency.

**SUPPORTING DOCUMENTATION**

Attach any supporting documents relevant to the grant application, including MOUs, letters of support, job descriptions, and resumes.

**LETTERS OF SUPPORT**

Attach letters of support from project partners. The following is a list of suggested partners. Please upload one document with all letters of support included.

1. Relevant state agency;
2. State or local law enforcement agency;
3. State or local certified direct service agency that provides services for human trafficking victims;
4. State or local prosecutor’s office;
5. State coalition or membership organization;
6. Victim Witness Program;
7. Civil Legal Service Providers;
8. County/City Government.

**H. APPLICATION REVIEW PROCESS**

CJCC strives for transparency in its TANF application and award process.

**SOLICITATION TIMELINE**

The working timeline for applications and awards is as follows:

<b>Milestone</b>	<b>Target Date</b>
Release RFA and open application	May 11, 2020
Application closes	June 1, 2020
CJCC sends award packets to subgrantee(s)	June 29, 2020
Award packet workshops	TBD
Award packets due to CJCC	August 14, 2020
<b>Start of TANF grant year</b>	July 1, 2020

**FUNDING DECISIONS AND APPEALS**

All funding decisions related to the TANF grant program from this solicitation are based on the availability of funding and recommendations of CJCC staff and external partner (Office of the Child Advocate, Division of Family and Children Services, Georgia Bureau of Investigation, Governor’s Office, and Victim Service Provider) review panel to the Victim Assistance Grants Committee. The Committee votes to accept or deny staff recommendations, which are subject to the Council’s approval.

CJCC informs applicants of funding decisions through grant awards or denial letters. Applicants should not make assumptions regarding funding decisions until they have received official written notification of award or denial signed by CJCC’s Executive Director. Applicants have an opportunity to **appeal the initial funding decision within fifteen business days of the date on the denial notice**. Appeals should be submitted in the form of a cover letter on the applicant agency’s letterhead, along with any supporting documentation. You may submit an appeal in writing to:

Criminal Justice Coordinating Council  
ATTN: Kristy Carter  
104 Marietta St. NW, Suite 440  
Atlanta, GA 30303

### **APPLICATION REVIEW PROCESS**

The application must be completed and submitted in accordance with RFA guidelines for submission or the application may be disqualified. All applications and attachments are reviewed by CJCC staff, state partners, the Victim Assistance Grants Committee, and the Council. Applications are primarily reviewed based on three basic criteria: submission of complete and accurate information, programmatic compliance with federal and state guidelines, and financial compliance such that all costs are admissible, justifiable, and reasonable per the federal and state guidelines.

At any point during these reviews, a decision not to fund a project, or any part thereof, may be made. These decisions are within the complete discretion of CJCC. There is no commitment on the part of CJCC to fund an application or to fund it at the amount requested. All areas of the budget are subject to review and approval. Decisions related to budget areas are based on admissibility, justification, and reasonableness. CJCC reserves the right to re-open the application for additional applications if the applications do not fulfill the needs of the state.

**Note:** CJCC **neither** coaches applicants regarding content development **nor** provides feedback on the quality of the proposed application. CJCC **does** provide feedback on whether or not financial or programmatic activities are allowable, reasonable, and/or justifiable. CJCC reserves the right to re-open this Request for Application and make awards, at its sole discretion.

## **APPENDIX A: APPLICATION FORM DESCRIPTIONS**

### **APPLICANT AGENCY INFORMATION**

Please include basic information about the applicant agency and its main points of contact for the application. Please note that the actual physical address of the agency must be submitted in addition to the mailing address, and that the physical address will be kept confidential and securely stored in CJCC’s

database. If the applicant agency has an implementing agency as a fiscal sponsor, that agency's name and address must be provided as well.

### **SAM AND 5% LVAP CERTIFICATION**

Please indicate whether or not the agency is registered with the federal System for Award Management (SAM), if it is 5% LVAP Certified, and if it is a Certified Human Trafficking Assistance Organization (CHTAO). Applicants will also be prompted to enter the SAM expiration date. Agencies must be certified to receive 5% funds and have a current SAM registration before being awarded TANF funds. To meet this deadline, please submit applications, including renewals, for SAM, CHTAO, and 5% certification by July 31st.

### **DESIGNATION OF GRANT OFFICIALS**

Applicants must also complete the Designation of Grant Officials section. Please fill in the name, title, address, and phone number for the requested officials for the grant. No two officials can be the same person.

1. Project Director - The primary contact for the application and the post-award phase. This official must be an employee of the applicant agency or from a contractor organization, at the applicant's option, who will be directly responsible for operation of the project.
2. Financial Officer - The chief financial officer of the applicant agency, such as the county auditor, city treasurer, or comptroller.
3. Authorized Official - The official authorized to apply for, accept, decline, or cancel the grant for the applicant agency. This person must be the board chair/president of a non-profit agency, executive director of a state agency, chairperson of the county Board of Commissioners, mayor, or chairperson of the City Council. All official correspondence regarding the grant and the application (assurances, disclosures, certifications, award documentation, subgrant expenditure reports, subgrant adjustment reports) must be signed by the authorized official. Once an award has been made, the authorized official may designate someone to sign this documentation by submitting a letter on agency letterhead to the Council.
4. Executive Director - If the Executive Director is not listed as the Project Director or the Authorized Official please provide his/her contact information.

### **PRIMARY SERVICE AREA AND CONGRESSIONAL DISTRICT**

Indicate the counties served by the agency regardless of funding source during the July 1, 2019 - June 30, 2020 TANF grant year as well as the Congressional District(s) to be served by the project. Agencies can look up Congressional Districts at <https://www.govtrack.us/congress/members/GA>. Agencies that serve all counties may select "check all." Otherwise, please indicate each county served. There is also an "out of state" option.

### **AGENCY DESCRIPTION**

Please select the appropriate type of agency:

1. Nonprofit/Nongovernmental
2. Government Agency
3. Campus Organization

Provide a brief overview of the agency applying for the project, including year founded and other services offered.

**PURPOSE AREAS**

Eligible applicants will select which purpose area(s) they are applying for:

PURPOSE AREA 1: ESTABLISH AND OPERATE 24/7 STATEWIDE MINOR TRAFFICKING HOTLINE

PURPOSE AREA 2: CONDUCT ASSESSMENTS FOR SUSPECTED TRAFFICKED MINORS

PURPOSE AREA 3: PROVIDE COMMUNITY-BASED FOLLOW-UP & AFTER CARE SERVICES

PURPOSE AREA 4: DEVELOP AND CONDUCT TRAINING

**AGENCY BUDGET**

Indicate the agency’s fiscal year and provide the total for all victimization programs/services including other funding sources as well as annual funding amounts allocated to victim services for the fiscal year. The total agency budget will automatically calculate.

- State: any funding coming from a state funded grant
- Local: any funding obtained through the community and/or fundraising
- Federal: any funding independently obtained through direct application and award
- Other: any funding that does not meet any of the aforementioned criteria (please specify)

Indicate the federal award amount being requested through this TANF application.

**PROJECT ABSTRACT**

Please provide a brief abstract/summary of the project scope in 200 words or less. These summaries will be reviewed by committee members.

**APPENDIX B: MINOR HUMAN TRAFFICKING HOTLINE COMPLIANCE AND QUALITY ASSURANCE MONITORING TOOL**



# The Criminal Justice Coordinating Council

## DMST Hotline Compliance and Quality Assurance Monitoring Tool

Date	
Organization Name	
Address	
Phone	
Email	
Counties Served	
Organization Representatives	
CJCC Representatives	

### Organization/Operations

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
The organization maintains a 24/7 DMST Hotline to respond to crisis.	<ul style="list-style-type: none"> <li>- The organization operates a 24-hour a day, seven days a week crisis line answered by qualified trained staff or volunteers.</li> </ul>	Test calls will be made monthly to ensure hotline is being answered	
The organization maintains a 24/7 DMST Hotline to respond to crisis.	<ul style="list-style-type: none"> <li>- The first priority of the staff is immediate response and accessibility for a crisis caller.</li> </ul>	Review of staffing schedule	
The organization maintains a 24/7 DMST Hotline to respond to crisis.	<p>When holding or transferring calls:</p> <ul style="list-style-type: none"> <li>- Staff completes initial assessment as to immediate danger before putting caller on hold.</li> <li>- Staff checks back with callers on hold within a reasonable amount of time.</li> <li>- Staff prioritizes calls through safety and danger assessment.</li> </ul>	<p>Test calls will be made, posing immediate danger to evaluate staff's response</p> <p>Review of call documentation</p>	
The organization maintains a 24/7 DMST Hotline to respond to crisis.	<ul style="list-style-type: none"> <li>- Crisis line staff answer crisis calls in a place that is quiet and confidential.</li> </ul>	Observe area where calls occur/Staff Interviews	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
The organization maintains a 24/7 DMST Hotline to respond to crisis.	- Hotline number is widely distributed, and agency engages in education and marketing efforts to increase awareness	Review of outreach and training efforts (number of trainees, outreach materials, etc.)	
Program staff and volunteers will adhere to the mandated child abuse and neglect reporting law (GA Code 19-7-5 (c)(1)).	- The organization maintains a written protocol for reporting suspected child abuse and neglect. - The organization maintains records of annual employee and volunteer mandated reporting training.	Review of written protocol and employee training records	
The organization maintains a 24/7 DMST Hotline to respond to crisis	- The organization has a minimum of two telephone lines, one of which is the designated crisis line	Observe both lines in use during site visit	
The organization maintains a 24/7 DMST Hotline to respond to crisis	- Crisis line has call block to safeguard against caller identification and *69 services.	Observe safeguard measures during site visit	
Organization has a developed and implemented LEP Plan	- All staff and volunteers are trained on connection to and use of Language Line services - Recruitment of bi-lingual individuals during the hiring process for commonly spoken languages other than English.	Review of training completion  Review of employee resumes and skill set	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
The organization maintains a 24/7 DMST Hotline to respond to crisis	- The use of answering services is prohibited.	Review policy and procedure manual	
The organization maintains a 24/7 DMST Hotline to respond to crisis	- The organization establishes a protocol that defines procedures for using a backup system in an emergency	Review of protocol	
The organization maintains a 24/7 DMST Hotline to respond to crisis	- Crisis line staff and volunteers have working knowledge of how to screen and assist callers and the requirements of the crisis line (restrictions of placing on hold, etc.).	Review of protocol and staff's completion of training	
The organization maintains a 24/7 DMST Hotline to respond to crisis	- Administrative and outreach phones are answered after hours, weekends, and on holidays by devices that clearly direct callers to the crisis line.	Confirm through staff interviews  Confirm through test calls	
The organization has a mechanism and process in place for collecting web or fax reports	- Qualifying questions in order to obtain necessary information required to assess need and a response. - Mandatory fields required to submit the report. - Allows a reporter to save his or her report and return to it at a later time.	Review organization's assessment tool  Review submission protocol	

## Staff and Volunteer Management

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
Agency maintains comprehensive personnel records for staff and volunteers	Records should include (non-exhaustive): <ul style="list-style-type: none"> <li>- Resume</li> <li>- Signed job description</li> <li>- Signed confidentiality forms</li> <li>- E- verification</li> <li>- Signed acknowledgment of agency policies and procedures or handbook</li> <li>- Background checks</li> <li>- Valid licensing or credentials</li> <li>- Annual Evaluations</li> </ul>	Review of all employee documentation	
The organization institutes comprehensive, practical personnel policies and administers them in accordance with applicable professional, ethical, and legal practices.	<ul style="list-style-type: none"> <li>- A comprehensive manual containing all personnel policies is maintained, kept current and readily available to all staff</li> <li>- The personnel policies provide for job classification, leave, and benefits that are designed to attract and retain qualified staff.</li> </ul>	Review of employee handbook and policy manual  Review of employee onboarding process and dates	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
The organization institutes comprehensive, practical personnel policies and administers them in accordance with applicable professional, ethical, and legal practices.	<ul style="list-style-type: none"> <li>- A written employee grievance policy is provided.</li> <li>- Policy should include procedure on how to submit grievances, acceptable forms of submission, reviewal chain, the process to appeal, and time frame for response</li> </ul> <p>*Must include the CJC DMST grievance line phone number</p>	Review of grievance policy	
The organization employs qualified staff to ensure program services are provided.	<ul style="list-style-type: none"> <li>- The organization establishes and keeps current written qualifications and comprehensive job descriptions for all positions and employs individuals who meet or exceed these qualifications.</li> </ul>	Review of job descriptions and hiring processes	
The organization employs qualified staff to ensure program services are provided.	<ul style="list-style-type: none"> <li>- The organization follows acceptable practices for recruiting, hiring, and assigning staff. Individual responsible for hiring staff is clearly defined.</li> </ul>	Review of policy manual and hiring processes	
The organization employs qualified staff to ensure program services are provided.	<ul style="list-style-type: none"> <li>- The organization conducts comprehensive performance evaluations to measure the efficiency and effectiveness of staff administration.</li> </ul>	Review of performance evaluations for each staff	



Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
The organization employs qualified staff to ensure program services are provided.	- The organization follows acceptable practices for terminating employees. Individual responsible for terminating employees is clearly defined.	Review of termination processes and policy	
The organization follows clearly defined screening practices that serve to protect the program and clients	- The organization develops and implements hiring practices along with procedures for posting job positions, interviewing, and background checks	Review of policy and protocol manual	
The organization uses acceptable practices providing orientation, training, and debriefing of staff	- As a minimum, 34 hours of job-related trafficking training is required for direct service staff during the first year of employment. - Thereafter, all direct service staff will have a minimum of 15 hours of training for full-time staff and 10 hours of training for part-time staff annually.	Review of staff training completion and continuing education opportunities	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
Staff and volunteer receive relevant trainings to ensure competence and efficiency	- Compliance may include agency trainings, computer-based training, webinars, Coalition trainings, State Initiative Trainings i.e. (DOAS, GRACE Commission, DFCS, etc.), CJCC sponsored or approved trainings, as well as other state and federal agency trainings related to trafficking.	Review of training completion or certificates	
Agency provides Civil Rights Trainings to staff on a bi-annual basis.	- Training date for each employee or volunteer does not exceed 2 years from the last training date	Review Training logs	
Agency provides cultural competency training both initially and in the annual training requirement.	- Training date for each employee or volunteer does not exceed 1 year from the last training date	Review Training logs	
The organization uses acceptable practices providing orientation, training, and debriefing of staff	- The organization implements a system for supervision of full-time and part-time employees that ensures acceptable job performance.	Review of supervision policy and protocol	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
The organization uses acceptable practices providing orientation, training, and debriefing of staff	- New employees shadow experienced staff at all times, and they are not given sole responsibility for working hotline until orientation is complete.	Review orientation policy and onboarding logs for employees	
The organization uses acceptable practices providing orientation, training, and debriefing of staff	- The organization provides debriefing opportunities for direct service staff to prevent burnout.	Review policy and procedure manual for burnout prevention	
The organization determines the need for volunteer services and utilizes the services of volunteers who are qualified to provide both direct and non-direct services.	- The organization maintains comprehensive and current job descriptions for volunteer positions	Review volunteer manual	
The organization determines the need for volunteer services and utilizes the services of volunteers who are qualified to provide both direct and non-direct services	- The organization follows acceptable practices in recruiting, screening, and assigning volunteers. Screening practices serve to protect the program and clients.	Review volunteer manual	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
The organization determines the need for volunteer services and utilizes the services of volunteers who are qualified to provide both direct and non-direct services	- The organization keeps current and makes available a manual for direct service volunteers to include job descriptions as well as policies and procedures of the organization relevant to volunteer activities.	Review volunteer manual	
The organization determines the need for volunteer services and utilizes the services of volunteers who are qualified to provide both direct and non-direct services	- Direct service volunteers who work unsupervised with victims and their dependents must have completed a minimum of 20 hours of initial job specific trafficking training. - Compliance may include agency trainings, computer-based training, webinars, Coalition trainings, State Initiative Trainings i.e. (DOAS, GRACE Commission, DFCS, etc.), CJCC sponsored or approved trainings, as well as other state and federal agency trainings related to domestic violence.	Review employee training completion and certificates	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
The organization determines the need for volunteer services and utilizes the services of volunteers who are qualified to provide both direct and non-direct services	<ul style="list-style-type: none"> <li>- Depending on the service provided by volunteers, appropriate job related training topics may include but are not limited to: Human Trafficking 101; dynamics of trafficking; barriers to escaping trafficking; cultural awareness and competency; crisis intervention; crisis call practices and policies; indicators of trafficking; safety planning as well as self-care</li> </ul>	Review policy and procedure manual regarding training and access to various educational opportunities	

## Records and Confidentiality

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
Staff adhere to a confidentiality agreement	<p>Agreement should be in writing</p> <ul style="list-style-type: none"> <li>- Dated</li> <li>- Signed by staff and authorized official or supervisor</li> </ul>	Review signed confidentiality agreements in employee files	
Staff adhere to a confidentiality agreement	<ul style="list-style-type: none"> <li>- A reporter may be informed of the decision to screen out a report, but not of its disposition if it is screened in for assessment.</li> <li>- The intake supervisor who reviews the screened-out report generates a form letter, with no names, that states the report does not rise to the level for assessment at this time, but the reporter should call back if he or she has additional concerns.</li> </ul>	<p>Review screening tool implemented by organization (approved by CJCC)</p> <p>Review screened out reports</p> <p>Observe demonstration of action through staff interviews</p>	
Maintenance and Organization of records	<ul style="list-style-type: none"> <li>- All reports, screened-in or screened-out, are documented in the hotline caseworker's daily call log and labeled accordingly</li> </ul>	Review daily call logs	
Maintenance and Organization of records	<ul style="list-style-type: none"> <li>- The agency has written policies and procedures addressing how long records are maintained.</li> </ul>	Review of policy	

## Quality Assurance and Improvement

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
Sufficiency of Information Collection	<ul style="list-style-type: none"> <li>- The hotline counselor should consider the extent of the alleged exploitation</li> <li>- Sufficient information is solicited to determine the extent of the exploitation, XXX, XXX.</li> </ul>	<ul style="list-style-type: none"> <li>- Review of redacted intake and screening forms.</li> <li>- Review recorded calls</li> <li>- Case Review</li> <li>- Review of Survey Instruments</li> </ul>	
Sufficiency of Information Collection	<p>Crisis line staff will make all reasonable efforts to solicit and obtain information regarding how the child(ren) functions on a daily basis. Intake will include:</p> <ul style="list-style-type: none"> <li>• Child Functioning</li> <li>• Parent Functioning</li> <li>• Review Indicators and Case Specific Information</li> <li>• Location</li> <li>• Law Enforcement or other partner involvement</li> </ul>	<ul style="list-style-type: none"> <li>- Review of redacted intake and screening forms.</li> <li>- Review recorded calls</li> <li>- Case Review</li> <li>- Review of Survey Instruments</li> </ul>	
Intake Allegation Documentation	Crisis line staff are trained to provide adequate detail of alleged events and case details in contact reporting.	Review report narratives	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
Decision Making: Screening Criteria Accurately Applied	<p>Crisis line staff determine if a report involves these initial criteria:</p> <ul style="list-style-type: none"> <li>- A child under the age of 18</li> <li>- Alleged concerns meet the statutory criteria</li> <li>- Alleged Perpetrator</li> <li>- Means to Locate Youth</li> <li>- Indicators of sexual exploitation of a minor</li> <li>- A child residing in Georgia or the abuse having occurred in Georgia.</li> </ul>	<p>Review intake assessment</p> <p>Observe through test calls</p>	
Decision Making: Exploitation Accurately Identified	<p>* Exploitation was identified and/or excluded (screen-outs) accurately based on the available information</p> <p>if exploitation is not identified the intake caseworker screens out the report and explores if additional risk factors are present to provide a referral</p> <p>if exploitation is identified crisis line staff screens in the report for further assessment to determine if an immediate response is required</p>	<p>Review of reports narratives</p> <p>Review of recorded calls</p> <p>Review of MDT minutes and case review</p>	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
Decision Making: Exploitation Accurately Identified	The organization utilizes a screening tool for confirmation of CSEC victims that was developed with multidisciplinary partner input and approved by CCJC.	Review screening tool Observe demonstration of action through staff interviews	
Supervisory Consultation and Guidance	The hotline supervisor's consultation guided the hotline counselor in decision-making and was consistent with guidelines	Review supervisor logs Observe demonstration of action through staff interviews	
Customer Service and Specific and General Impressions	The time between answering the call at the Hotline and making a screening decision was considered reasonable given the amount of information shared	Review of assessment forms, cold call reviews	
Customer Service and Specific and General Impressions	The reporter was treated in a professional and service-oriented manner	Reporter evaluations, Cold calls	
Web and Fax Reports	Images and supporting documents attached were attached to intake when provided	Review individual reports Review case management system	
Web and Fax Reports	The hotline counselor utilized the attachments in order to determine screening decision, response time and/or writing of allegation narrative.	Review individual reports Observe demonstration of action through staff interviews	

Area of Review	Indicators	Evidence of Compliance (if applicable)	Requirements Met? Y/N
Screen-out Reports	Hotline staff are trained to properly assess for CSEC appropriate referral and initiation of MDT response. Organization maintains a list of referral agencies for non-CSEC cases that may need resources.	Review individual reports Observe demonstration of action through staff interviews	

Comments:

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