

**FISCAL YEAR 2024-25**  
**2024-25 Youth Emergency Telephone Referral Network (YT) Program Supplemental -  
Non-Competitive Funding Opportunity (YT) PROGRAM SUPPLEMENTAL**

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The provisions of this Program Supplemental provide the programmatic requirements and supersede previous Request for Applications and conflicting administrative and fiscal requirements in the [Subrecipient Handbook \(SRH\)](#). Applicants are strongly encouraged to review the SRH, which outlines the requirements that apply to Cal OES Victim Services Branch Grant Subawards, including a Glossary of Terms.

A. PREREQUISITES

Before the Grant Subaward performance period begins, Applicant must:

- **Not** have an exclusion record in SAM. An exclusion record in the SAM indicates that a contractor (agency) is listed in the (federal) government-wide system for debarment and suspension. An agency that is debarred or suspended is excluded from activities involving federal financial and nonfinancial assistance and benefits. [Check SAM status](#).
- Be registered with the California Department of Justice's Registry of Charitable Trusts with a "current," "exempt," or "pending" status (applies to non-profit organizations only). [Check non-profit status](#).
- Have a current registration on the IRS Tax Exempt Organization Search website (e.g., must not be on the Auto-Revocation List). If an Applicant is on the Auto-Revocation List, they must provide documentation that substantiates they have been reinstated. [Check IRS Status](#).

B. FUNDING INFORMATION

**Funding is contingent upon availability of funds and passage of the 2024-25 State Budget Act.**

Detailed information on all VS Branch federal fund sources can be found in the [VS Branch Federal Fund Information Guide](#). Applicants are **strongly encouraged** to review this document to familiarize themselves with the requirements for all fund sources that support this Program

Applicable federal grant award numbers can be found on the Grant Subaward Face Sheet.

The Program is supported through the following funds:

1. Victims of Crime Act (VOCA) Victim Assistance Formula Grant Program (Formula Grant Program)
  - Supports eligible crime victim assistance programs.
  - Requires the use of volunteers. Applicants with a compelling reason for not using volunteers must provide a justification in the Programmatic Narrative.
  - Requires a cash and/or in-kind match equal to 20 percent of the total project cost. Applicants may request a partial or full match waiver. To request a match waiver, Applicants must upload the VOCA Match Waiver Request Form in the Grants Central System as part of their application.
2. Victims of Crime General Funds (State General Funds)
  - Supplements the decrease of the VOCA Victim Assistance Formula Grant Program funds for this Grant Subaward performance period only.
  - One time funding used to minimize the impact of the reduction of VOCA Victim Assistance Formula Grant Program funds.
  - There is no match requirement.

#### C. PROGRAMMATIC INFORMATION

##### 1) Background Information/Program Description

The purpose of the Program is to provide a non-threatening, toll-free hotline to connect homeless and/or runaway youth in need of services to appropriate service agencies. Youth and their families must be able to access the referral network from anywhere in California.

For the purposes of the Program, the definition for "homeless and/or runaway youth" follows Government Code § 12957(e).

Hotline counselors assist callers via the phone line, text, or online chat. Counselors provide callers with counseling and connect them to appropriate service providers, providing a warm hand-off and terminating participation in the call once a connection has been made. The hotline can also be used as a message center for parents, guardians, and/or youth who wish to communicate with each other but do not want to speak directly.

2) Programmatic Components

a. Operate a Non-Threatening Telephone Referral Service

The Subrecipient must operate a 24-hour, non-threatening telephone referral service for homeless/runaway youth and provide them with referrals for shelter, meals, clothing, counseling, and other services necessary for their well-being.

The telephone referral service will serve as a message center for youth whose parents and/or guardians wish to communicate with them.

b. Outreach

The Subrecipient must publicize the telephone referral service through print and electronic media including, but not limited to, television and radio announcements, posters, and bumper stickers to increase awareness.

c. Staff and Volunteer Requirements

- Applications

The Subrecipient must have a formal application and documentation of three positive references for all staff and volunteers.

- Criminal Background Checks

The Subrecipient must conduct criminal background checks on staff and volunteers prior to contact with callers. The criminal background check must include fingerprinting and processing through the Department of Justice.

If Program staff and volunteers have resided in California less than three years, an out-of-state criminal history check (FBI check) is also required. The Subrecipient must have a policy that addresses how negative background checks are handled and the policy must be made available to Cal OES program staff upon request.

d. Training

Program staff and volunteers are required to complete at least 40 hours of training (i.e., crisis intervention/counseling, suicide prevention, self-care, communication, first aid/CPR, cultural competency, sexual assault, domestic violence, adolescent development, child abuse/neglect, LGBTQ+, safety, etc.).

The Subrecipient must ensure there is direct supervision at all times by professional staff, with expertise in the delivery of direct services to callers.

e. Documentation for Staff and Volunteers

The Subrecipient must have personnel records for program staff and volunteers which must include, but is not limited to:

- Copies of licenses and degrees.
- Documentation of training specific to the services performed through the program, including training certificates.
- Documentation of supervised hours.
- Documentation of the completion of background checks/clearance, including the results and applicable waivers.

Records must be made available for review by Cal OES upon request.

f. Client Confidentiality

Federal statute explicitly recognizes the privacy needs of victims. Following that statutory precedent, the Subrecipient must protect the privacy and confidentiality of clients. This protection should include, but is not limited to, maintaining confidential client files in a locked

filing cabinet in a locked room (office, storage room, or facility) for a period of no less than three years.

Additionally, the Subrecipient is obligated to maintain written protocols ensuring the confidentiality of client information from the point of collection to the point of destruction.

g. Program Evaluation

The Subrecipient must establish a method for clients to evaluate the Program. The evaluation should address, but not be limited to:

- How clients learned about the crisis line.
- Accessibility.
- Whether client needs were met.
- Whether crisis line counselors interacted with clients in a non-threatening manner.

h. Operational Agreements

Operational Agreements (OAs) with the following agencies are required:

- Bill Wilson Center
- Center for Human Services
- Children's Hospital Los Angeles
- Community Human Services
- Family Assistance Center
- Fresno County Economic Opportunities Commission
- Interface Youth & Family Services
- Larkin Street Youth Services
- New Morning Youth and Family Services
- Orangewood Foundation
- Redwood Community Action Agency
- Ruby's Place
- San Diego Youth Services
- Volunteers of America of Los Angeles
- Waking the Village
- Women's Center Youth and Family Services

An OA is a formal agreement, without the exchange of money, between an implementing agency and one or more participating agencies (*SRH Section 7.005*).

D. PROGRAM REPORTING REQUIREMENTS

Progress Reports serve as a record for the implementation of the Grant Subaward. Statistics for Progress Reports must be collected on a quarterly basis, even when reporting occurs less frequently. The following reports are required:

1. Cal OES Progress Reports

There are four Progress Reports required for the Program. See the chart below for report periods and due dates.

Report	Report Period	Due Date
1 <sup>st</sup> Report	October 1, 2024 – December 31, 2024	January 30, 2025
2 <sup>nd</sup> Report	January 1, 2025 – March 31, 2025	April 30, 2025
3 <sup>rd</sup> Report	April 1, 2025 – June 30, 2025	July 30, 2025
Final Report	July 1, 2025 – September 30, 2025	October 30, 2025

2. Office for Victims of Crime (OVC) Reports

There are two, on-line OVC reports Subrecipients will also need to complete:

a. Subgrant Award Report (SAR)

This on-line report must be completed by both the Subrecipient and Cal OES within 90 days of the beginning of the Grant Subaward performance period. Cal OES will initiate access and the Subrecipient will have **60 days to complete** the remainder of the report in the OVC Performance Measurement Tool. Then, Cal OES will have 30 days to either approve the SAR, or work with the Subrecipient on corrections, and then approve the SAR.

b. Subgrantee Report

Subrecipients receiving Victims of Crime Act funds must complete this report no later than two weeks following the end of each federal fiscal year quarter. Subrecipients will report data directly into the OVC

PMT database no later than the due dates listed, unless otherwise instructed by your Grants Analyst.

Report Period	Due Date (on or about)
October 1, 2024 – December 31, 2024	January 14, 2025
January 1, 2025 – March 31, 2025	April 14, 2025
April 1, 2025 – June 30, 2025	July 14, 2025
July 1, 2025 – September 30, 2025	October 14, 2025

\*Exact dates will be provided by your Grants Analyst at the end of each quarter.

For technical assistance, issues, or questions regarding the OVC PMT database, please contact the OVC PMT Help Desk at [ovcpmt@csrincorporated.com](mailto:ovcpmt@csrincorporated.com) or call toll-free (844) 884-2503.