Virginia Department of
Emergency Management

PSAP Grant Program for Staffing Recognition Guidelines

FY24

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INTRODUCTION

Virginia PSAP Grant Programs financially assist primary PSAPs. Funding is made available through the Code of Virginia and administered by the Board. Funding is limited to those projects that fall within the programmatic areas identified in the guidelines for a fiscal year. As a result, requests from PSAPs for exceptions to the guidelines are discouraged.

The PSAP Grant Program has been established in the Code of Virginia, §56-484.17(D):

> Wireless E-911 Fund; uses of Fund; enforcement; audit required:
>
> … 40 percent of the Fund–shall be distributed to PSAPs or on behalf of PSAPs based on grant requests received by the Board each fiscal year. The Board shall establish criteria for receiving and making grants from the Fund, including procedures for determining the amount of a grant and payment schedule; however, priority shall be given to grants that support the deployment and sustainment of NG9-1-1.

PSAP Grant Committee (PGC)

The Board chair makes appointments to the PSAP Grant Program's Grant Committee. Membership to the PGC is staggered and appointments are made for three-year terms. Members can be reappointed for only one additional consecutive term. Committee members serve at the discretion of the Board's chairperson. At all times, the Grant Committee membership shall consist of at least two Board members.

Members of the Grant Committee should adequately represent the geographic diversity of the Commonwealth, the varied operational capacities of Virginia primary PSAPs, and public safety professional organizations. Accordingly, a nine-person Grant Committee is established consisting of the following individuals:

- Two Board members (one of which will chair the committee)
- Four primary PSAP representatives (two of which will represent APCO and NENA)
- Three at-large members

Members with the same organizational affiliation will have different reappointment and replacement schedules:

- Replacement/Reappointment Schedule 1:

    - one Board member (co-chair)
    - two primary PSAP representatives (one of which will represent APCO)
    - and two at-large members

- Replacement/Reappointment Schedule 2:

    - one Board member (chair)
    - two primary PSAP representatives (one of which will represent NENA)
    - and one at-large member

Each year, in anticipation of the upcoming grant application cycle, the Grant Committee recommends grant guidelines and funding priorities. The Grant Committee will also make recommendations to the Board regarding the development of any criteria for awarding grants, and the proposal of any necessary changes to the administration of the PSAP Grant Program.

The Grant Committee will meet multiple times a year to evaluate all complete and eligible applications. Furthermore, the committee has the discretion to make case by case evaluations and recommendations for approval or disapproval of all submitted applications.

Auditing

The Board shall audit funding received by all recipients to ensure that it was utilized in accordance with the award requirements. If it is determined that the funding was misused, or if the guidelines were not adhered to, the commonwealth may take appropriate action to the extent permitted by law, including, and not limited to, requiring the return of the funds.

Errors

If NGS staff discovers that a funding or grant award is not consistent with Board action, NGS staff will notify the PSAP by email about the error and take corrective action.

Definitions

Public Safety Answering Point (PSAP) – A facility equipped and staffed on a 24-hour basis to receive and process E9-1-1 calls or that intends to receive and process E9-1-1 calls and has notified commercial mobile radio service (CMRS) providers in its jurisdiction of its intention to receive and process such calls.

Wireless E-911 Fund – A dedicated fund consisting of all moneys collected pursuant to the Wireless E-911 surcharge, as well as any additional funds otherwise allocated or donated to the Wireless E-911 Fund.

INTRODUCTION TO THE STAFF RECOGNITION FUNDING PROGRAM

Purpose

The PSAP Staffing Recognition Funding Program was requested by Virginia PSAPs to help address the staffing crisis experienced by Virginia PSAPs.

Eligibility

Any Virginia primary PSAP is eligible to apply for and receive funding for FY24. Virginia State Police (VSP) dispatch positions and local law enforcement dispatch positions that receive Wireless E-911 funding are also eligible. Secondary PSAPs are not eligible for funding. A PSAP or locality may only apply once for the PSAP Staffing Recognition Program.

Grant Cycle

The FY24 PSAP Grant programs are available in an award period that runs consistent with the Commonwealth of Virginia's fiscal year.
- The FY24 grant application cycle begins on July 1, 2023 and will remain open until 5:00 pm on August 15, 2023.
- Applications will be reviewed at the August 29, 2023 PSAP Grant Committee meeting.
- The 9-1-1 Services Board will vote on FY24 applications at the September 14, 2023 meeting.
- Written notification of awards will occur in September 2023.
- The award period is September 14, 2023 to June 30, 2024.
- All grant funds must be expended by the end of the grant award period.

PSAP Staffing Recognition Funding program grants are not eligible for extensions.

How to Apply/Deadline

The FY24 application cycle begins on July 1, 2023. Applications for the Data Enhancement programs must be submitted electronically to PSAPGrants@vdem.virginia.gov using the appropriate form with copy to the Regional Outreach Manager by 5:00 pm on August 15, 2023. An email receipt notification will be sent to the email address listed on the application. After the close of the application cycle, a Grant ID will be assigned and sent

to the email address listed on the application received. Incomplete applications will not be accepted for consideration.

Funding Amounts

PSAP Staffing Recognition funding is based on an approved full-time equivalent (FTE) rate. The amount each PSAP is eligible for is calculated by applying this FTE rate to the total pre-determined FTE authorization for each eligible staffing category. Funding amounts are $2,500 per each eligible full-time employee and $1,250 per each eligible part-time employee.

Grant Award Amendments

Funding award amendments are not typically issued. If there is a need to change to focus of the project from its original intended use, the PSAP can work with the Program Manager for review.

Grant Progress Reports

PSAP Staffing Recognition Funding program awards do not require a progress report.

Grant Award Extension

The PSAP Staffing Recognition Funding program awards are a one-year grant and not eligible for grant award extensions.

STAFF RECOGNITION FUNDING PROGRAM BRIEF

Purpose

Provide one-time funding to PSAPs to enable them to recognize and retain their telecommunicators.

Funding Allocation

PSAPs may request $2,500 for each full-time grant eligible position and $1,250 for each part-time grant eligible position.

Program Concept

Virginia PSAPs are experiencing a staffing crisis. The 9-1-1 Services Board wants to demonstrate its support for the 9-1-1 community and help to alleviate this staffing crisis by providing one-time funding to PSAPs to enable them to recognize and retain their telecommunicators.

Grant eligible position categories:

A. Authorized full-time 9-1-1 dispatcher/telecommunicator positions, including vacancies

B. Approved full-time 9-1-1 dispatcher/telecommunicator over hire positions

C. Authorized full-time PSAP managers, supervisors, and administrative employees who are certified and actively work on the 9-1-1/operations floor as part of their primary duties or as required during staffing shortages or emergencies

D. Authorized part-time 9-1-1 dispatcher/telecommunicator positions

E. Authorized full-time and part-time VSP #77 dispatcher/telecommunicator positions, supervisors, and administrative employees who are certified and actively work on the VSP dispatch operations floor as part of their primary duties or as required during staffing shortages or emergencies

F. Authorized part-time VSP #77 dispatcher/ telecommunicator positions

G. Authorized local law enforcement dispatch positions that receive Wireless E-911 funding through the Office of Administrative Compensation Board that are not already eligible for this grant opportunity by inclusion with a primary PSAP

Goals and Objectives

Assist Virginia PSAPs to improve retention of 9-1-1 staff by allocating funding on an equity basis to PSAPs to recognize all that "wear the headset."

Implementation

PSAPs may apply for one-time funding in the July 1, 2023 – August 15, 2023 window for the September 2023 – June 2024 award period. The application is required to include a staffing recognition project plan that lists number of agency authorized employees for each category, funding amount requested for each category, total funding amount requested, and anticipated timeline for recognition project.

Awardees shall an submit invoice related to their staffing recognition project plan for reimbursement up to the awarded amount. This invoice should include total payment amounts and number of employees for each category that received staffing recognition payment.

Outcomes/Evaluation

Grantees must certify that the items included in the staffing recognition project plan were completed as a condition for reimbursement. Certification from local CFO confirming staffing recognition plan implementation is also required for reimbursement. Initial project plan submitted cannot be changed without board approval. Grant is not intended to supplement other funding/grant programs that benefit telecommunicators.

PAYMENT REQUEST AND CLOSE OUT

Payment Request Process

The Staffing Recognition Funding Program uses a cost recovery method of funding. The grantee will pay the costs of all allowable expenses.

During the grant award period, in order to receive reimbursement, the grantee must submit:

Element	All Payment Requests Except the Final Request	Final Payment Request
Completed reimbursement form	Yes	Yes
Copy of invoice itemizing total payment amounts and number of employees for each category that received staffing recognition payment.	A. Authorized full-time 9-1-1 dispatcher/ telecommunicator positions B. Approved full-time 9-1-1 dispatcher/ telecommunicator over-hire positions C. Authorized full-time PSAP managers, supervisors, and administrative employees who are certified and actively work on the 9-1-1/ operations floor D. Authorized part-time 9-1-1 dispatcher/ telecommunicator positions E. Authorized full-time VSP #77 dispatcher/ telecommunicator positions, supervisors,	A. Authorized full-time 9-1-1 dispatcher/ telecommunicator positions B. Approved full-time 9-1-1 dispatcher/ telecommunicator over-hire positions C. Authorized full-time PSAP managers, supervisors, and administrative employees who are certified and actively work on the 9-1-1/ operations floor D. Authorized part-time 9-1-1 dispatcher/ telecommunicator positions E. Authorized full-time VSP #77 dispatcher/ telecommunicator positions, supervisors,

	and administrative employees who are certified and actively work on the VSP dispatch operations floor F. Authorized part-time VSP #77 dispatcher/ telecommunicator positions G. Authorized local law enforcement dispatch positions that receive Wireless E-911 funding through the Office of Administrative Compensation Board that are not already eligible for this grant opportunity by inclusion with a primary PSAP	and administrative employees who are certified and actively work on the VSP dispatch operations floor F. Authorized part-time VSP #77 dispatcher/ telecommunicator positions G. Authorized local law enforcement dispatch positions that receive Wireless E-911 funding through the Office of Administrative Compensation Board that are not already eligible for this grant opportunity by inclusion with a primary PSAP
Certification from local CFO that the listed number of employees received payment	Yes	Yes

Itemized invoices are the only acceptable documentation. Non-itemized invoices are not acceptable. Neither are agency fiscal or financial system documentation of payment, purchase orders, or contract quotes.

In the event that additional documentation is required from the grantee to process the payment reimbursement request, the Program Manager shall make the first contact with the grantee to request the information. Generally, such requests will be made by email, but can be made by telephone if easier with an email follow up for documentation. The Regional Outreach Manager for the locality will be copied on the request and follow up

emails. The payment request will be held until the additional information is provided and not be partially paid, unless requested by the PSAP.

- If the required information is not received from the grantee within ten (10) business days of the request for additional information, the Program Manager will alert the Regional Outreach Manager for that locality to follow up with the grant recipient. The Regional Outreach Manager will contact the grant recipient to determine the cause for the delay in response and work with the Program Manager to determine a path forward to getting the required information or rejecting the request.

- If the required information is not received by the Program Manager within twenty (20) business days of the request for additional information, the Program Manager will alert the Public Safety Communications (PSC) Coordinator. The PSC Coordinator will determine if additional action is necessary.

- If the required information is not received by the Program Manager within thirty (30) business days of the request for additional information, the Program Manager will summarily reject the payment reimbursement request with an email to the grant recipient, copying the responsible Regional Outreach Manager and PSC Coordinator, asking them to resubmit the request when all the required information is available.

Reimbursement payment requests received without all required receipts will be considered null submissions after 30 business days of notification and non-receipt of required documentation.

In addition, grant payment requests will be held until all reports or other Board required information are received.

FY24 Funding Reimbursement Form

The FY2023 PSAP Grant Funding Reimbursement Form is available on the NGS website. A sample image is provided below. Be sure to use the non-PEP Grant Funding form.

Virginia Department of Emergency Management

FY2024 PSAP GRANT FUNDING REIMBURSEMENT FORM

(NOT INTENDED FOR PEP GRANT FUNDING REIMBURSEMENT)

Date Submitted by PSAP	
PSAP Name - FIPS (Dropdown)	
PSAP EIN	
PSAP Address	
Contact Name	
Contact Email/Telephone #	

PLEASE COMPLETE FORM AND SUBMIT IN EDITABLE FORMAT SEPARATE FROM THE SUPPORTING DOCUMENTATON WITHIN THE SAME EMAIL TO:

PSAPGRANTS@VDEM.VIRGINIA.GOV (a, b, c)
NG911GIS@VEDM.VIRGINIA.GOV (d, e, f)

*REIMBURSEMENT REQUEST FUNDING CATEGORY: (*Select only ONE funding category for each form submitted)

Staff Recognition Funding (A) _____   Regional Enhancement Consolitation (B) _____   CHE Funding (C) _____

Enterprise GIS Software (D) _____   Data Maintenance & Data Transfer (E) _____   Data Enhancement (F) _____

Vendor	Invoice Date	Invoice #	Total Invoice Amount	Comments
			$ -	
			$ -	
			$ -	
			$ -	
			$ -	
			$ -	

TOTAL REIMBURSEMENT: $ -

VDEM USE ONLY - INVOICE # (fiscal year - date processed - grant ID)	
Award Balance After Pmt:	Balance to Fund:
Date Received:	Date Processed:
Program Manager Approval	

CODING: FUND 09281 PROG 712002 DEPT 98518100
COST CTR 983080 ACCT CODE 5014310

NGS COMMENTS:

*REQUIRED IN ORDER TO CONSIDER REQUEST COMPLETE IN SUBMISSION

EIN - Locality's Tax ID

Grant Award Closure

Staffing Recognition Funding program awards will close at the end of the grant award. Any remaining balance will automatically return to the wireless fund.

APPENDIX A: FY24 PSAP GRANT APPLICATION FOR THE STAFFING RECOGNITION FUNDING PROGRAM

Send completed grant applications to the PSAPGrants@vdem.virginia.gov electronic mailbox. An email receipt notification will be sent to the email address listed on the application. After the close of the application cycle, a Grant ID will be assigned and sent to the email address listed on the application received. Incomplete applications will not be accepted for consideration.

Application

PSAP/HOST PSAP NAME: Hampton Public Safety Communications

PSAP Region (1-7): Region 5

CONTACT TITLE: Director

CONTACT FIRST NAME: Kimberley

CONTACT LAST NAME: Hendricks

ADDRESS 1: 22 Lincoln Street

ADDRESS 2: 9th Floor

CITY: Hampton

ZIP CODE: 23669

CONTACT EMAIL: khendricks@hampton.gov

CONTACT PHONE NUMBER: 757-951-7311

Describe you staffing recognition project plan and timeline:

Full-time and part-time employees will receive a staffing recognition award on December 1, 2023, as a thank you for their continued service. The remaining award funds will be used as a hiring bonus for new full-time employees until the funds are exhausted.

List the number of agency authorized employees for each category, funding amount requested for each category, and total funding amount requested, in the following table:

Category	Eligible employee count	Funding per employee	Subtotal
A. Authorized full-time 9-1-1 dispatcher/ telecommunicator positions	37	$2,500	$ 92,500
B. Approved full-time 9-1-1 dispatcher/ telecommunicator over-hire positions	0	$2,500	$
C. Authorized full-time PSAP managers, supervisors, and administrative employees who are certified and actively work on the 9-1-1/ operations floor	12	$2,500	$ 30,000
D. Authorized part-time 9-1-1 dispatcher/ telecommunicator position	10	$1,250	$ 12,500
E. Authorized full-time VSP #77 dispatcher/ telecommunicator positions, supervisors, and administrative employees who are certified and actively work on the VSP dispatch operations floor		$2,500	$
F. Authorized part-time VSP #77 dispatcher/ telecommunicator positions		$1,250	$
G. Authorized local law enforcement dispatch positions that receive Wireless E-911 funding through the Office of Administrative Compensation Board that are not already eligible for this grant opportunity by inclusion with a primary PSAP		$2,500	$
		Total funding requested:	**$ 135,000**

☒ By checking this box, I acknowledge that I have read and understand the program requirements and that I understand the program metrics and requirements for reimbursement.

APPENDIX B: VIRGINIA PRIMARY PSAPS

VDEM Region	PSAP	Included PSAPs
7	Alexandria	
6	Alleghany	Clifton Forge
1	Amelia	
3	Amherst	
3	Appomattox	
7	Arlington	
3	Augusta	
6	Bath	
6	Bedford	Bedford City
4	Bland	
6	Botetourt	
4	Bristol City	
1	Brunswick	
4	Buchanan	
3	Buckingham	
3	Campbell	
2	Caroline	
1	Charles City	
3	Charlotte	
3	Charlottesville	Albemarle/UVA
5	Chesapeake	
1	Chesterfield	
2	Clarke	
1	Colonial Heights	
6	Covington City	
6	Craig	
2	Culpeper	

3	Cumberland	
6	Danville City	
4	Dickenson	
1	Dinwiddie	
5	Eastern Shore	Accomack/ Chincoteague/ Northampton
1	Emporia City	
1	Essex	
7	Fairfax County	Fairfax City/Vienna
3	Farmville	Prince Edward
2	Fauquier	
6	Floyd	
3	Fluvanna	
6	Franklin City	
5	Franklin County	
2	Frederick	
2	Fredericksburg	
4	Giles	
5	Gloucester	
1	Goochland	
2	Greene	
1	Greensville	
3	Halifax	South Boston
5	Hampton City	
1	Hanover	
3	Harrisonburg/Rockingham	Harrisonburg
1	Henrico	
6	Highland	
1	Hopewell City	
5	Isle of Wight	
5	James City	
1	King And Queen	
2	King George	

1	King William	West Point
5	Lancaster	
4	Lee	
7	Loudoun	
2	Louisa	
3	Lunenburg	
3	Lynchburg City	
2	Madison	
7	Manassas City	
7	Manassas Park City	
6	Martinsville	Henry
5	Mathews	
3	Mecklenburg	
5	Middlesex	
3	Nelson	
1	New Kent	
6	New River Valley	Christiansburg/ Blacksburg/ Montgomery
5	Newport News	
5	Norfolk City	
5	Northumberland	
4	Norton City	
1	Nottoway	
2	Orange	
2	Page	
6	Patrick	
1	Petersburg	
6	Pittsylvania	
5	Portsmouth	
1	Powhatan	
1	Prince George	
7	Prince William	
4	Pulaski	
4	Radford City	

2	Rappahannock	
1	Richmond City	
5	Richmond County	
6	Roanoke City	
6	Roanoke County	
6	Rockbridge	Lexington
4	Russell	
6	Salem City	
4	Scott	
2	Shenandoah	
4	Smyth	
5	Southampton	
2	Spotsylvania	
7	Stafford	
3	Staunton City	
5	Suffolk City	
5	Surry	
1	Sussex	
4	Tazewell	
4	Twin County (Galax)	Carroll/Grayson
5	Virginia Beach	
2	Warren	
4	Washington	
3	Waynesboro	
5	Westmoreland	
2	Winchester	
4	Wise	
4	Wythe	Wytheville
5	York	Williamsburg/ Poquoson