

FAQ's-Critical Supports (Last Updated 12/19/2019)

BACKGROUND QUESTIONS

Q: What is Person-Centered Trauma-Informed (PCTI) care?

A: PCTI care is a holistic approach to service provision that promotes the dignity, strength, and empowerment of trauma victims by incorporating knowledge about the role of trauma in victims' lives into agency programs, policies, and procedures (Eisinger and Bedney, 2018).

Q: How did the idea for the Critical Supports program get developed?

A: The genesis for this program arose from two sources:

1. The government's support for sustainable solutions with a PCTI approach, and
2. The increasing need for emergency prevention and resolution services to avoid institutionalization:
 - Crises can be re-traumatizing. A prevention-based approach designed to keep crises from occurring in the first place, furthers the person-centered, trauma informed approach for reducing the risk of re-traumatization.
 - In addition, we have heard from communities that emergency services are expensive and there is not enough funding to fill this gap. This program is aimed at addressing that need while also developing coordinated, sustainable and replicable approaches to providing PCTI care to Holocaust survivors and other older adults.

Q: How is the Critical Supports grant program related to JFNA's other Holocaust survivor grant program, the Innovations program?

A: The Critical Supports subgrants are different and separate from the subgrants awarded through JFNA's RFP process to develop innovative models of PCTI care. Congress appropriated additional funding to enrich and expand JFNA's activities to promote the ability of Holocaust survivors to age in place. Accordingly, JFNA's Center for Advancing Holocaust Survivor Care will award subgrants to invited Federations for Critical Supports to help Holocaust Survivors age in place. The Critical Supports subgrants fund coordinated emergency support services to help Holocaust survivors prevent and/or resolve crises that might otherwise result in institutionalization. Invited Federations will use their subgrants to convene community-wide leadership councils that will develop strategies to provide these critical support services in a PCTI way and then distribute some funding to agencies providing services to survivors. As trusted conveners in their communities, Federations are ideally suited to create these leadership councils.

Q: How is a Holocaust survivor defined under this grant?

A: The definition of Jewish Nazi victim used by the Claims Conference and the German Government is an acceptable definition for Holocaust survivors under this grant, but there could be others. The U.S. Government **does not limit funding to the German**

Government's definition; however, individuals born after the end of February 1946 are not considered Holocaust survivors under this grant.

Q: When will funds be released?

A: Planning funds will be distributed in mid-to late February, 2020. Direct Services funds will be released after you submit your Direct Services budget to JFNA for approval. The Direct Services budgets are due to JFNA by July 1, 2020.

LEADERSHIP COUNCILS / PLANNING FUNDS

Q: What are the community-wide leadership councils in this program?

A: Leadership councils are led by Federations to develop prevention and response strategies for Holocaust survivors. Leadership councils identify which agencies will provide which prevention and/or response services for survivors, and how these services will be coordinated to avoid duplication and excessive application processes that could be re-traumatizing for survivors. Federations are responsible for distributing funds to direct service agencies based on the community planning strategies, and for developing MOUs or other mechanisms detailing the role each agency will play in the leadership councils. Federations also need to determine if client data will be shared among partners to promote service coordination and the elimination of redundancies, and, if so, how that data sharing will be accomplished in accordance with all legal, HIPAA-related requirements. Federations are responsible for data collection from the service providers for evaluation and accountability purposes.

Q: What are some examples of members of the leadership council?

A: These could include organizations that serve Holocaust survivors, survivors and their families, for profit organizations, doctors, non-Jewish senior centers, AAA's, synagogues, nursing homes and assisted living facilities, hospitals, and potentially philanthropists. Essentially, anyone with a stake in Holocaust survivor services and others in the broader aging services field who can be helpful to these conversations should be invited.

Q: How large should these leadership councils be?

A: It is up to your Federation to decide which players are needed around the table and how many.

Q: Can funds be used for the JFNA training workshop?

A: Yes, funds can be used from the Planning budget or your match to attend the in-person training workshop in Dallas in May 2020.

Q: Could PCTI trainings be covered by Planning funds? (i.e. to other direct service providers or staff)?

A: YES.

Q: Could Planning funds be used to support staff time from key agencies for participation in the leadership council?

A: YES.

DIRECT SERVICE FUNDS FOR PARTICULAR SITUATIONS

Q: What is meant by Direct Services? What does Direct Service include?

A: Direct services will be provided by agencies that will provide PCTI-based critical support services to Holocaust survivors to help prevent and respond to crises that could result in institutionalization.

- **Services to prevent crises include, but are not limited to:**
 - routine dental work
 - hearing aids
 - financial/benefits counseling
 - food programs
 - home repairs and safety modifications
 - falls prevention programs
 - transportation
 - chronic disease self-management programs
 - medication management assistance
 - wellness programs
 - caregiver support

- **Short-term services to respond to crises include, but are not limited to:**
 - one-time payments for rent to avoid eviction
 - one-time payments to keep utilities such as heat and/or air conditioning functioning or for food or clothing
 - one-time payments for medications or non-Medicare eligible services and equipment; payments for emergency dental treatments
 - vouchers or payments for transportation
 - other one-time services necessary to enable Holocaust survivors to remain safely at home for as long as possible

USE OF FUNDS

Q: Is the only dental work permitted emergency dental work?

A: The funds may pay for preventative dental care as well.

Q: The RFP states that “explicitly religious activities” are not permitted expenses under the grant. Could you please confirm that the services such as calls and visits provided by chaplains would be permitted?

A: YES. The prohibition is on the type of service provided, not the credentials of the person providing the service. So if a rabbi is providing a service that is not religious instruction, then it is permitted. Please see here for our policy in detail:

<https://cdn.fedweb.org/fed-42/2/Religious%2520Guidance.pdf>

Q: The RFP states that the grant does not permit funds to be used for institutional care. However, if a survivor enters a hospital, nursing home, assisted living facility or an independent living facility, is there a permissible means for assisting that individual avoid crisis and/or handle a crisis?

A: You are permitted to SERVE Holocaust survivors who are in institutional care, but the funds cannot pay for the cost of living in one of those facilities.

Q: Do subgrantees need to be nonprofits?

A: Federations or nonprofit organizations must oversee the funds but they can hire independent or for profit providers. Participants in the Leadership Councils do not need to be limited to nonprofits.

Q: Do the funds for direct services need to be spent by a certain time?

A: There will be a process to carry over these funds beyond a year to June 30, 2021. We want you to develop a realistic plan for when and how funds are spent. The federal government prefers that funds be spent sooner rather than later.

MATCH

Q: Can the match be used for either direct services or leadership councils?

A: The match can be raised on either side (or both) and spent on either side (or both). The breakdown is up to you.

Q: Even if the match is only anticipated for the direct services budget, the match must represent 50% of the entire grant amount, correct?

A: The match is 50% of the total amount JFNA gives you. For example, \$200k/2 = \$100,000 match responsibility. The breakdown of the match on the planning and/or direct service side is up to you.

Q: You indicated that the JFNA funds cannot be used for food at meetings. Since the RFP indicates that any match money takes on the criteria of JFNA/Federal money, does that mean we cannot reserve match money for that line item? Would we need to find it elsewhere in our budgets?

A: Correct. Match money takes on the criteria of JFNA/Federal Money.

Q: Under the category of Prevention/Intervention services, please clarify what you mean regarding “Services under this grant can only be provided if those services are not covered by other sources?” Many of the service ideas listed on pages 3-4 of the RFP are currently in place at our different agencies, and some are even funded by a grant from JFNA to one of our agencies. Would new/increased levels of service provisions be allowable? What if there has been funding for a service but it has declined or is anticipated to end?

A: It means if the same service or item such as a wheelchair is already provided by Medicare, you should use that funding first.

Q: As a follow up to the above question, could the funds be used to support existing staff in a new role – such as, if staff began to do more/different responsibilities to implement either prevention/intervention services. (Such as – if care coordination were needed in a different way than currently exists, and we needed staff to do that).

A: Yes, Direct Service funds may support existing staff in a new role. If the agency were to coordinate or implement new services, that would require staff capacity, so we can see how that may be needed. Keep in mind this is a one year grant program.

Q: We have been in touch with Kavod; if we are able to partner on Kavod Shef funds, could Kavod dollars be counted towards our match for the JFNA grant? If they are permitted to be used towards the match would those funds need to be spent by June, 2021?

A: Yes, the new KAVOD SHEF dollars can count as the match to JFNA, but the money that you raise as the match for KAVOD SHEF cannot count. Yes, it would need to be spent by the same deadline.

GRANT REQUIREMENTS

Q: Will there be reporting requirements?

A: Yes, semiannual programmatic and budget reports to JFNA will be due in **March** and **September** throughout the grant process.

Q: What types of program evaluation activities will be required?

A: JFNA will work with Federations to develop a PCTI-based evaluation strategy to determine the impact of the grant, such as if recipients are still living at home, and, if so, if these clients believe the services they received through the community collaborative enabled them to do so. Federations will be responsible for data collection from the service providers for evaluation and accountability purposes.

Q: Who should participate in the technical assistance portion of this grant, including the training workshop, webinars, etc...?



A: The in-person Training Workshop has a cost associated with it that can be paid for from the planning portion of your budget or your match. Federations are required to attend. We strongly encourage you to send one representative from each of your sub-grantee agencies. It would be optional for anyone else, such as leadership council members. Webinars are free and open to anyone who wishes to participate, and we encourage you to require that your sub-subgrantees participate in the webinars.

Q: Will my Federation need to register in SAM and have a DUNS number?

A: Yes, as will the agencies to which you distribute government funds. All applicants must obtain a Data Universal Numbering System (DUNS) number and register in the Federal System for Award Management (SAM) system. Proof of registration must be supplied to JFNA before funds will be disbursed. Federations must demonstrate proof of their own registration before they receive funding. Federation subgrantees can register later, but JFNA will not distribute funds for direct services until the federation provides proof that those partners have registered. This process is not difficult to complete, but registration may take up to one month; therefore, it is recommended to begin now. Please note that organizations must procure a DUNS number before registering in SAM.

Instructions for registering:

- If you have not previously registered in DUNS or SAM, review all instructions in this link before you register: <https://www.fws.gov/international/pdf/sam-duns-registration-instructions.pdf>

- DUNS Number: A Data Universal Numbering System (DUNS) number is needed before registering in SAM. DUNS numbers are unique to each physical location registering. A DUNS number can be requested free of charge by visiting Dun & Bradstreet (D&B) <http://fedgov.dnb.com/webform> or by calling the dedicated tollfree DUNS number request line at 1-866-705-5711. It typically takes one to two business days to obtain a DUNS number.

- SAM: The applicant organization is referred to as an “Entity.” Applicants must register to do business with the U.S. Federal Government by completing the registration process in SAM. There is no charge to register or maintain your entity registration record in SAM. Please click here for more information: [www.sam.gov/sam/transcript/Quick Guide for Grants Registrations.pdf](http://www.sam.gov/sam/transcript/Quick%20Guide%20for%20Grants%20Registrations.pdf)

GENERAL PROGRAM INFORMATION

Q: What is the timeline for this program?

A: An application will be due January 15, 2020. Federations should begin convening their leadership councils beginning in early 2020. Federations should begin distributing funds for direct services by the summer of 2020. The funding should be spent by September 30, 2020. However, you can request to carry over funds and it is likely to be granted through June 30, 2021.

Q: Is there an opportunity for multi-year funding?

A: No. Congress awards funds on an annual basis.

Q: Completing the Work Plan for Goal 2 would be difficult until we convene the Leadership Council and it develops strategies for identifying the services needed and plans for implementing those services. May we submit the part of the Work Plan that relates to Goal 2 at the later date from which we will submit the direct service portion of the budget?

A: YES

Q: Will there only be 1 JFNA conference in 2020?

A: There will be one in-person conference in May 2020 in Dallas. You can feel free to send more than one person if you like, and we encourage you to send your sub-grantees to attend as well. It is up to you whether you give them the money to travel. You may use expenses allotted to the Training Workshop in the Planning budget or your match, to help subsidize this cost. There will be other virtual trainings that do not require a travel budget.