



Grant Initiative Funding Application (GIFA) Title:	PA Statewide Drug and Alcohol Toll-Free Call Center (Short Title: D&A Call Center)
GIFA Number:	24-03
Due Date for Applications:	Tuesday, June 18, 2024 by 12:00 p.m., Eastern Time.
Application Submitted via email only to:	Application shall be submitted via email to RA-DAGrantsMgmt@pa.gov through Tuesday, June 18, 2024 by 12:00pm., Eastern Time.
Anticipated Total Available Funding:	Up to \$6,788,000 for five years.
Estimated Number of Grant Awards:	One grant totaling up to \$6,788,000 will be awarded.
Length of Project Period:	Beginning October 1, 2024 ending on September 30, 2029, if funding is available.
Eligible Applicants:	Applicant must be able to serve the entire Commonwealth of Pennsylvania.
Questions	<p>Questions shall be submitted via email to RA-DAGrantsMgmt@pa.gov through Friday, June 7, 2024 by 12:00 p.m., Eastern Time.</p> <p>All questions must include the specific section of the GIFA about which the potential applicant is questioning.</p> <p>Questions and answers will be posted to the DDAP website by Friday, June 14, 2024 by 12:00 p.m., Eastern Time.</p> <p>DDAP will not accept any phone calls regarding this funding announcement.</p>
PROJECT SUMMARY:	
<p>DDAP is accepting applications for a 24 hours a day, 7 days a week, 365 days a year Drug and Alcohol Toll-Free Call Center (D&A Call Center). DDAP will enter into a grant agreement with one entity to manage and oversee all aspects of the D&A Call Center to provide confidential referral services to consumers and their families seeking drug and alcohol treatment and who are experiencing difficulty as a result of substance use disorder (SUD).</p>	

Submission Instructions and Format Requirements for Applications:

Due Date – Applicants must submit applications electronically through DDAP’s resource account RA-DAGrantsMgmt@pa.gov no later than Tuesday, June 18, 2024 by 12:00 p.m., Eastern Time. Note: DDAP is available to assist with application submission confirmations until 12:00 p.m., Eastern Time on Tuesday, June 18, 2024. Applicants may request application submission confirmation at the same email address listed above.

Submission – Late submissions will not be accepted regardless of the reason. In the event of a dispute, Applicant must demonstrate timely submission of the application.

Completeness – DDAP may reject applications that do not meet all of the requirements listed in this funding announcement.

Scoring – DDAP will competitively review and score all timely applications based on the funding announcement guidelines. DDAP will consider the quality and timeliness of the Applicant’s performance on previous grant agreements with DDAP and other agencies, including the effort expended by DDAP and other agencies in securing satisfactory performance.

Application Format – Applications must include only two separate documents.

The first document is a portable document format (PDF) that contains:

- Applicant Cover Page;
- Project Description;
- Implementation Capacity and Plan;
- Budget Narrative; and
- Reporting Requirements, Project Evaluation Plan and Project Evaluation Plan Template.

The first document must be between 7 and 15 pages, single sided, single spaced, in Times New Roman font size 12, with narrative pages numbered.

The second document is the Budget Template, Appendix C, an Excel document which was posted on the DDAP website for this funding opportunity. The Excel document must contain the Overall Summary, Summary for each year and Budget Details for each year.

Applicants must follow the format as described above to successfully apply and compete for this funding announcement. DDAP may inform Applicants that submit applications in a different format to submit the correct version in order to properly score the application.

Note: The Applicant Cover Page, Project Evaluation Plan Template, Budget Template, Appendix, C are not counted in the page limit.

GRANT INITIATIVE GUIDELINES

1. OVERVIEW

Substance use and SUD is a nationwide concern than affects Pennsylvania communities. Currently, among Americans aged 12 and older, an estimated 31.9 million are experiencing SUD and have misused drugs or alcohol within the last 30 days. DDAP has identified a continued need for a 24 hours a day, 7 days a week, 365 days a year toll-free call center to assist people in accessing treatment and services as part of this strategy.

2. FUNDING AVAILABILITY

Applicants may submit a grant application for an amount up to \$6,788,000 for five years.

3. PROJECT DATES

The term of the project will commence on October 1, 2024 and end on September 30, 2029.

4. ELIGIBLE APPLICANTS

All eligible Applicants must be able to serve the entire Commonwealth of Pennsylvania. Applicants that cannot meet this requirement will not be considered.

5. APPLICATION REQUIREMENTS

The application must contain a written narrative that includes the information listed below.

Project Description: (50 percent)

The application must include a detailed plan for the management of day-to-day operations that includes:

- a. The ability to serve 100 percent of customer inquiries beginning at 11:59 PM on September 30, 2024. All personnel, systems, procedures and resources must be in place to perform 100 percent of the services;
- b. Ensuring callers will receive live answer 100 percent of the time without wait time or being put on hold. In addition to live answer, automated services must include chat feature, email connectivity and texting;
- c. Providing live voice-answered, unscripted information and referral services, 24 hours a day, 7 days a week, 365 days a year;
- d. Making follow-up calls to individuals who are experiencing difficulty as a result of SUD who have provided consent to do so within 72 hours, 1 week and 4 weeks of every initial call to confirm whether they obtained services to which they were referred. During the follow up calls, D&A Call Center staff will ask the following:

- If the individuals who are experiencing difficulty as a result of SUD received a level of care assessment (LOCA) within seven calendar days from the date of the initial contract with the provider.
 - If the individuals who are experiencing difficulty as a result of SUD is in one of these priority populations: pregnant women who inject drugs, pregnant women who use substances, persons who inject drugs and veterans.
 - If the individuals who are experiencing difficulty as a result of SUD was admitted to the appropriate level of care immediately according the LOCA.
 - If the individuals who are experiencing difficulty as a result of SUD was referred and admitted to the recommended level of care within 14 days of the LOCA.
 - If the individuals who are experiencing difficulty as a result of SUD was in need of withdrawal management.
 - If the individuals who are experiencing difficulty as a result of SUD was in need of withdrawn management, then ask if they were admitted to treatment within 24 hours of speaking with the provider.
- e. Completing follow up contacts via text message, email, phone or letter;
- f. Providing callers with language translator options;
- g. Providing callers who are deaf or hearing impaired with text telephone options;
- h. Compliance with all applicable federal and state laws and federal Health Information Portability and Accountability Act (HIPAA) requirements and confidentiality requirements;
- i. An active, real time live data base that includes all service resources, options, and system capacity to maintain an updated directory of regional and local service options for referrals;
- j. Developing a warm transfer system to assist callers who have insurance and transferring the call to the number on their insurance card to ensure real time, inclusive options for treatment;
- k. Developing a system to assist callers to enroll in Medicaid over the phone;
- l. Assisting uninsured callers who are looking for health coverage options during the initial contact or after a caller is in treatment;
- m. Collaborating with the Single County Authorities or another entity designated by DDAP to assist qualified individuals in obtaining transportation to and from treatment;

- n. Developing and implementing policies to navigate emergency situations where the caller may be in need of assistance related to suicidal or homicidal ideations or at high risk of potential overdose;
- o. Following and implementing policies for reporting suspected child abuse;
- p. Disseminating DDAP-approved material to callers;
- q. Implementing and providing a Continuity of Operations Plan (COOP) approved by DDAP to support access and continued service during times of lost power or other emergent situations when call volume may escalate;
- r. Reducing or eliminating the impact to callers during repairs, upgrades, and changes to the systems;
- s. Informing DDAP of any testing which may result from repairs, upgrades, and changes to the systems. This may result in at least one DDAP representative participating;
- t. Employing qualified and trained personnel to receive calls in person;
- u. Hiring key personnel including a project manager, a call line supervisor and drug and alcohol support specialists;
- v. Ensuring that drug and alcohol support staff have at least an Associate degree in human services or an equivalent degree and one year of experience in drug and alcohol crisis management; and
- w. An outline of a transition plan that will begin at least 90 days prior to the expiration of the grant period.

Implementation Capacity and Plan: (20 percent)

Applicants must demonstrate the capacity beginning on October 1, 2024 to provide a 24 hours a day, 7 days a week, 365 days a year D&A Call Center for individuals who are experiencing difficulty as a result of SUD with all personnel, systems, procedures and resources in place to perform or refer for all of the services under this grant.

- a. Applicant must identify and describe:
 - Their relevant experience with similar projects which prepares them to provide services under this grant;
 - All organizations which will perform subcontracted services under this grant;
 - The experience of all other subcontracted organizations in providing services to individuals who are experiencing difficulty as a result of SUD; and
 - The specific roles and responsibilities of all other subcontracted organizations.

b. Applicant must describe their implementation plan including:

- A step-by-step plan and timeline to provide services under this grant;
- A list of staff positions for this project, including primary personnel and other supporting personnel;
- The role for each staff person; their level of effort, qualifications, and experience providing services to individuals who are experiencing difficulty as a result of SUD and;
- Familiarity of staff working with different cultures and languages.

Budget Narrative: (10 percent)

This budget narrative must provide accurate budget details and clearly explain the relationship between the budgeted costs and the proposed project. The budget narrative must provide a justification for all the costs and figures submitted in the Budget Template, Appendix C.

Budget Template: (10 percent – completion of Budget Template, Appendix C)

Applicants must complete the Budget Template, Appendix C to align with the Project Description and Budget Narrative. This is not included in the 15-page maximum. This Budget Template, Appendix C, is the Excel document that was posted on the DDAP website for this funding opportunity. The Excel document must contain the Overall Summary, Summary for each year, and Budget Details for each year.

Reporting Requirements and Project Evaluation Plan: (10 percent)

Applicants must describe their current documentation system to report the metrics in section 9. Applicant must provide a detailed description of their capacity to measure and report effectiveness of the services provided under this grant. Applicants must explain how they will collect data and submit reports to DDAP in section 9 timely. Applicant must specify and justify any additional measures or instruments they intend to use.

Applicants must describe their process to create a project evaluation plan and any prior experience their staff has in creating project evaluation plans. Applicants must explain the collection of feedback from participants and stakeholders and how the Applicant will use this feedback to continuously improve the services provided. Applicant must use the provided template or another format that contains all requested information including SMART (Specific, Measurable, Achievable, Realistic, and Timebound) goals and objectives including outcomes and measures used to evaluate the project. This project evaluation plan must address the overall effectiveness of the project after analyzing the data outcomes from the Data Reports and Annual Reports listed in section 9.

6. ELIGIBLE PROGRAM ACTIVITIES AND EXPENSES

The Budget Narrative must describe and justify all expenses and correspond to the Budget Template, Appendix C provided. DDAP has final approval of all budgets. Each cost shall be a separate line item and include the itemization and calculation. The following are examples of expenses that directly support this grant initiative funding application:

- a. Personnel Services: This budget category shall identify each position by job title, hourly rate, and number of hours allocated to the project. Fringe benefits are to be shown as a separate line item by percentage and shall include a detailed listing of the benefits being covered.
- b. Consultant Services: This budget category shall identify the services to be provided by each consultant including hourly rate and number of hours to be utilized under this grant. Identify services to be provided. Do not name the consultant(s) that will be retained. An individual who provides professional or services for a fee, but normally not as an employee of the engaging party. The term “consultant” also includes a firm which provides paid professional advice or services.
- c. Subcontract Services: This budget category shall identify the services to be provided by each subcontractor under this grant. Identify services to be provided. Do not name subcontractor to be retained.
- d. Patient Services: Leave blank. This budget category is not included in this grant.
- e. Equipment: This budget category shall reflect the actual or projected cost of any equipment which is \$5,000/unit or greater necessary for the direct execution of the project. Identify equipment, the quantity and unit cost.
- f. Supplies: This budget category shall reflect expected costs for general office supplies. Identify supplies in general terms. Equipment items under \$5,000-unit cost shall be listed here. All personal computers under \$5,000-unit shall be considered as office supplies.
- g. Travel: This budget category shall include anticipated expenditures for travel including mileage, hotels and subsistence for staff personnel. Mileage between sites for staff personnel is an allowable expense.
- h. Other Costs: This budget category shall be used for anticipated expenditures that do not fit into any of the other budget categories such as postage, telephone, printing, outreach, and indirect costs (overhead, general and administrative). Indirect rates cannot exceed the providers Federally approved indirect cost rate schedule. There are no caps to the Federal rate. If the provider does not have a Federally approved indirect rate, then they may use the de minimis rate which is 10% of modified total direct costs. In the description area under “Other Cost” include the % that the rate reflects, identify the budget categories to which the rate was applied, and list the specific items that the indirect is paying for within this grant. Costs could include training for personnel.

Funding shall not be used to supplant/replace federal, state or local funds that would otherwise be available to provide for program-related services. DDAP funding is to be used in addition to other funds that are made available for services.

The overall budget for the application shall not exceed \$6,788,000 and shall be paid by monthly invoices on a cost reimbursement basis. The budget shall contain an Overall Summary in addition to a Summary with Budget Details for each year.

Overall Summary October 1, 2024 to September 30, 2029	\$6,788,000
Summary Year 1 October 1, 2024 to June 30, 2025	\$975,000
Summary Year 2 July 1, 2025 to June 30, 2026	\$1,369,000
Summary Year 3 July 1, 2026 to June 30, 2027	\$1,371,000
Summary Year 4 July 1, 2027 to June 30, 2028	\$1,373,000
Summary Year 5 July 1, 2028 to June 30, 2029	\$1,375,000
Summary Year 6 July 1, 2029 to September 30, 2029	\$325,000

7. INELIGIBLE EXPENSES

The following are expenses are not eligible under this grant:

- a. Expenses related to the provision of SUD treatment services;
- b. Capital expenditures for purchases and/or improvements to land, building or equipment which materially increase their value or useful life, i.e., “Bricks and Mortar”;
- c. Construction upgrades and remodeling;
- d. Fixed Assets of \$5,000 or above (fixed assets include furniture, equipment, computers, etc. which have a life of more than one year);
- e. Cash payments directly to the intended recipients of the services;
- f. Expenses related to any start-up costs; and
- g. DDAP is not liable for costs incurred prior to the official start date of the award.

8. STANDARDS FOR FINANCIAL MANAGEMENT

All grant award recipients are required to meet the standards and requirements for financial management systems set forth in 45 CFR Part 75. The financial systems shall enable the recipient to maintain records that adequately identify the sources of funds for federally assisted activities and the purposes for which the award was used, including authorizations, obligations, unobligated balances, assets, liabilities, outlays or expenditures, and any program income. The system shall also enable the recipient to compare actual expenditures or outlays with the approved budget for the award.

These funds shall retain their award-specific identity. The funds may not be commingled with state funds or other federal funds. “Commingling funds” typically means depositing or recording funds in a general account without the ability to identify each specific source of funds for any expenditure. Nor shall these funds supplant, in any way, current state or federal funds for existing services.

9. REPORTING REQUIREMENTS

The application must describe the Applicant's plan to collect information and submit reports in a timely manner to DDAP and include samples of the following reports:

- a. Data Reports that contain unduplicated numbers of:
 - Total number of calls received;
 - Total number of calls completed calls with connection to the caller;
 - Caller demographic information including gender, ethnicity, age group, county, and marital status;
 - Identity of person in crisis or relationship to the caller;
 - Demographic information on person in crisis including gender, ethnicity, age group, county, marital status;
 - Level of crisis (immediate [overdose, withdrawal, impairment] or long-term [potential relapse]);
 - Whether the caller or person in crisis is expressing suicidal or homicidal ideation);
 - Specific substance used, such as alcohol, heroin, opioid, etc.;
 - How caller heard about the D&A Call Center;
 - Precipitating event, such as overdose, homelessness, criminal justice involvement, etc.;
 - Suggested referral by the D&A Call Center to the caller;
 - Date caller was admitted to treatment, if applicable;
 - Date and times of follow-up calls, when applicable;
 - Reason the caller declined follow-up calls, when applicable;
 - Total number of follow-up calls;
 - Trends and peak periods for calls;
 - Number of commercial insured callers;
 - Number of uninsured callers;
 - Number of uninsured callers assisted with insurance or Medicaid enrollment; and
 - Reasons callers could not obtain insurance or Medicaid enrollment.

- b. Annual Reports that contain:
 - Overall Summary: This section is a brief description of the project, counties served, individuals served, key changes in programming and staffing, and other information the Applicant believes is important for DDAP to understand regarding the project.
 - Outcomes: This section lists the measurable outcomes the Applicant establishes for this project, the indicators the Applicant will use to measure performance, the extent the Applicant achieves the projected outcomes.
 - Barriers: This section discusses the challenges the Applicant faced during the project and the Applicant's actions to address these challenges.

- Total Expenditures: This section provides a final expenditure report for the project during the proceeding state fiscal year.
- Future Implications: This section describes the Applicant’s assessment of the project has had to date, the lessons the Applicant learned from this project, what are some success stories, and Applicant’s plan to improve the project.
- Project Evaluation Plan Update: This section includes updates to the project evaluation plan since the beginning of the project.

c. A Final Report that includes:

- Executive Summary – An Executive Summary including the study methodology and key findings;
- Description of Services Rendered – Selected characteristics of callers (demographic), and case problem type in a chart form;
- D&A Call Center Callers – A snapshot of caller characteristics in bullet points, a Selected Characteristics of Callers by County in a chart to include gender, race, age and children under the age of 18, Type of caller if caller is not themselves (family, friend, guardian, professional, significant other, etc.), substance(s) identified, Medical Insurance, Referral Source, A section addressing barriers to services shall be included in this section. A corresponding summary shall be included in this chapter;
- Caller Outcomes – This would include the data from the follow-up calls. These categories should include the following statuses, but not be limited to: Total Calls vs. Intake calls, Total Contacts broken down by type (call, chat, SMS), Cannot Determine Outcome, Needed Information Only and what information types were provided, Caller accepted referral, Caller connected with services/providers via warm transfer, Caller refused services/provider information, Transferred calls (911, Supervisor, Peer Support, Medical Appointment, Treatment, Support Group, MAT, Other helpline, etc.) This data should be broken out by state total and county totals;
- Caller Satisfactory Survey – Applicant must develop a Caller Satisfactory Survey to be completed at the end of each follow-up session: 72 hours, 1 week, and 4 weeks. The survey will address perceived benefits of calling the D&A Call Center, reasons for caller dissatisfaction, problems reaching the D&A Call Center, and comparisons of caller satisfaction to outcomes;
- Cumulative Year End Data Summary – This report shall consist of cumulative year end data to include information outlined in a. Data Reports above.

d. A Problem Identification Report that describes each problem areas and its impact on the project. The report must list different choices with advantages and disadvantages of each and include the Applicant’s recommendations with supporting rationale.

10. COMMONWEALTH USE

All material submitted shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Commonwealth's option. Notwithstanding any Applicant copyright designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

11. AWARDS

All Applicants will receive official written notification of the status of their application from DDAP. Unsuccessful Applicants may request a debriefing by emailing RA-DAGrantsMgmt@pa.gov. This email must be sent to the attention of the Division Chief, Specialty Grants Division within 10 calendar days of the written official notification of the status of the application. The Division Chief, Specialty Grants Division or their designee, will determine the time and place for the debriefing. The Division Chief, Specialty Grants Division, or their designee, will conduct the debriefing. DDAP will not provide or compare other applications. DDAP will not give any information regarding the evaluation other than the position of their application in relation to all other applications and the strengths and weaknesses in their individual application.

DDAP is an equal opportunity employer.

APPLICANT COVER PAGE

Name of Applicant:	
Address of Applicant:	
Telephone of Applicant:	
Email Address of Primary Contact of Applicant:	
Applicant Status:	<input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit
Federal Tax Identification Number:	
Applicant Financial Reporting Year:	Month _____ through _____
Name, Position, and Contact Information of person directly responsible for implementation of this initiative:	
Name of Program(s):	
Applicant Service Delivery Site(s):	
Counties to be Serviced by this Grant Funding:	
Total Budget Amount Requested:	
SAP Vender Number:	
Unique Entity Identifier (UEI):	
System of Award Management (SAM) Active Date:	
Are there any trade secrets within the documents submitted by the Applicant?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain.
Additional Applicant Notes:	

PROJECT EVALUATION PLAN TEMPLATE

Use the below to provide proposed overall grant funded initiative SMART (Specific/Measurable/Achievable/Realistic/Timebound) Goals and with desired outcome(s) for each SMART goal. There is space available for three (3) SMART Goals and three (3) Proposed Types of Data for Evaluation. This evaluation must reflect the requirements for all required reports.

SMART Goal 1				
Desired Outcome(s)	<i>Desired Outcome 1</i>	<i>Desired Outcome 2</i>	<i>Desired Outcome 3</i>	<i>Desired Outcome 4</i>
SMART Goal 2				
Desired Outcome(s)	<i>Desired Outcome 1</i>	<i>Desired Outcome 2</i>	<i>Desired Outcome 3</i>	<i>Desired Outcome 4</i>
SMART Goal 3				
Desired Outcome(s)	<i>Desired Outcome 1</i>	<i>Desired Outcome 2</i>	<i>Desired Outcome 3</i>	<i>Desired Outcome 4</i>

Type of Data	Tool and Process for Data Collection	Data Collection's Purpose/Use	Data Use or Application	Frequency