

**Commonwealth of Massachusetts**

**Executive Office of Public Safety and Security  
State 911 Department**



**Wireless State Police Public Safety Answering Point Grant Guidelines  
Fiscal Year 2018**

**Charles D. Baker  
Governor**

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[www.mass.gov/e911](http://www.mass.gov/e911)**

**All applications shall be mailed or hand delivered.  
No applications will be accepted via fax or email.  
All applications must be received by 5:00 P.M. on Friday, February 2, 2018.**

**WHAT'S NEW** for the Fiscal Year 2018

State 911 Department Wireless State Police Public Safety Answering Point Grant

- \$6,299,202 has been allocated to the Grant (p. 7).
- Eligible travel time will be calculated by determining the round trip travel time from the PSAP to the training location, rounded up to the nearest quarter hour (p. 8).
- Application deadline of February 2, 2018 (p. 11).
- Grantees shall submit a budget and an organizational chart (p. 11).
- No blank pages shall be submitted. The application shall not be double sided (p. 12).
- Year end budget modifications shall be submitted by March 31, 2018 (p. 14).

## I. Introduction

Governor Charles D. Baker, Secretary of the Executive Office of Public Safety and Security Daniel Bennett, and Executive Director of the State 911 Department Frank Pozniak are pleased to announce the availability of funding for the State 911 Department Wireless State Police Public Safety Answering Point Grant Program.

The State 911 Department is a department within the Executive Office of Public Safety and Security and is responsible for administering this grant program. The Department invites eligible entities to submit applications for grant funds under the State 911 Department Wireless State Police Public Safety Answering Point Grant Program.

The following guidelines have been developed for the State 911 Department Wireless State Police Public Safety Answering Point Grant and are applicable for Fiscal Year 2018.

**The guidelines and funding levels will be reviewed annually on a fiscal year basis by the State 911 Department and are subject to change, with State 911 Commission approval, with each funding cycle.**

The Fiscal Year 2018 Grant will begin on July 1, 2017 and run through June 30, 2018. The “Effective Date” of the individual awards shall be determined by the execution date of the intergovernmental service agreement (ISA) and any required approvals as outlined in the ISA form instructions. **There shall be no reimbursement for costs incurred prior to the Effective Date of the Contract, and all goods and services shall be received on or before June 30, 2018.** Further, the Department is unable to guarantee funding for reimbursement requests received more than three (3) months after the close of the fiscal year under which costs were incurred.

## II. Definitions

Throughout this document and related application, the following words shall, unless the context clearly requires otherwise, have the following meanings:

Certified emergency medical dispatch resource or certified EMD resource: a limited secondary PSAP, primary PSAP, regional PSAP, regional secondary PSAP, secondary PSAP, RECC, wireless state police PSAP, or private safety department that is equipped to provide ANI and ALI displays and that is approved by the Department to provide emergency medical dispatch services for a PSAP or RECC through emergency medical dispatchers.

Commission: the State 911 Commission.

Commonwealth: the Commonwealth of Massachusetts.

Computer Aided Dispatch or CAD: a computer-based system intended to increase the efficiency and accuracy of public safety call handling and dispatching.

Coordination: assignment or request for assignment of police, fire, emergency medical resources or any combination thereof, from multiple jurisdictions to a specific incident or incidents.

Customer Premises Equipment or CPE: enhanced 911 call processing equipment located at a PSAP.

Department: the State 911 Department.

Dispatch: upon receipt of a telephone, radio, alarm signal or other request for emergency services, provide a decision as to the proper action to be taken and directly select, identify and assign a specific police, fire, emergency medical resource or resources, or any combination thereof to respond to such request for service.

Emergency Medical Dispatch or EMD: the management of requests for emergency medical assistance by utilizing a system of: (a) tiered response or priority dispatching of emergency medical resources based on the level of medical assistance needed by the victim; and (b) pre-arrival first aid or other medical instructions given by trained personnel responsible for receiving 911 calls and directly dispatching emergency response services.

Emergency Medical Dispatch Protocol Reference System or EMDPRS: a system approved by the Department that includes a protocol for emergency medical dispatcher response to calls, including structured caller questioning for patient condition, incident facts, and scene safety, pre-arrival instructions, post-dispatch instructions (such as first responder, basic life support and/or advanced life support), a continuous quality assurance program that measures compliance with the protocol through ongoing random case review of each emergency medical dispatcher.

Enhanced 911 Fund: the fund established under M.G.L. c. 10, section 35JJ.

Enhanced 911 Service: a service consisting of communication network, database and equipment features provided for subscribers or end users of communication services enabling such subscribers or end users to reach a PSAP by dialing the digits 911, or by other means approved by the department, that directs calls to the appropriate PSAPs based on selective routing and provides the capability for automatic number identification and automatic location identification.

Enhanced 911 Telecommunicator: individual who acts in the capacity of an enhanced 911 call taker.

Electrostatic Discharge or ESD: sudden and momentary electric current that flows between two objects that are at different electrical potentials.

Executive Director: the executive director of the State 911 Department.

Governmental Body: a state board, committee, special committee, subcommittee or commission, however created or constituted within the executive or legislative branch of the commonwealth or the governing board or body of any authority established by the general court to serve a public purpose in the commonwealth or any part thereof; a board, commission, committee or subcommittee of any district, city, region or town, however elected, appointed or otherwise constituted, and the governing board of a local housing, redevelopment or similar authority, provided that such entity currently operates a PSAP or RECC or seeks approval from the Department to operate a PSAP or RECC.

Grantee: an eligible applicant that has contracted with the State 911 Department to receive funds under the State 911 Department Wireless State Police Public Safety Answering Point Grant.

Jurisdiction: A municipality, the Massachusetts Development Finance Agency, or any other agency or entity established by legislation to carry out similar municipal purposes and powers as the Massachusetts Development Finance Agency.

Municipality: Any city or town within the Commonwealth.

Post-dispatch Instructions: case-specific advice, warnings, and treatments given by a certified emergency medical dispatcher whenever possible and appropriate after dispatching field responders in accordance with a Department-approved EMDPRS.

Pre-arrival Instructions: scripted medical instructions given whenever possible and appropriate to provide necessary assistance and control of the situation, including without limitation, potential life-saving instructions and post-dispatch instructions, prior to arrival of emergency medical services personnel in accordance with a Department-approved EMDPRS.

Quality Assurance of EMD: a systematic program and services consisting of medical control, medical review, call review, call tracking, deficiency identification, and remediation of emergency medical dispatch personnel, policies and procedures

Primary PSAP: a PSAP equipped with automatic number identification and automatic location identification displays, and is the first point of reception of a 911 call. It serves the municipality in which it is located.

Private Safety Department: an entity, except for a municipality or public safety department that provides emergency police, fire, ambulance or medical services.

Program: the State 911 Department Wireless State Policy Public Safety Answering Grant Program .

Public Safety Answering Point or PSAP: a facility assigned the responsibility of receiving 911 calls, and as appropriate, directly dispatching emergency response services or transferring or relaying emergency 911 calls to other public or private safety agencies or other PSAPs.

Public Safety Department: a functional division of a municipality or a state that provides firefighting, law enforcement, ambulance, medical or other emergency services.

Radio Console: the control panel or interface comprised of hardware, including common control hardware, and software components used to monitor, control, and integrate multiple public safety radios or radio systems by a dispatcher in a PSAP using a common microphone, speaker and user interface. This does not include any radio system components.

Radio Systems: base station, portable and mobile radios and related components, including but not limited to, antennas, antenna towers, amplifiers, receivers, and repeaters.

Regional Dispatch: providing dispatch services for two or more public safety departments that serve two or more jurisdictions.

Regional Emergency Communication Center or RECC: a facility operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, as approved by the department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of emergency services for all such municipalities or governmental bodies including, but not limited to, a

regional PSAP that provides enhanced 911 service and police, fire protection, and emergency medical services dispatch, including services provided by a private safety department. The regional PSAP portion of the center shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.

Regional PSAP: a PSAP operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, approved by the department, for the operation of enhanced 911 call taking and call transfer activities. A regional PSAP may also be engaged in, by agreement, the dispatching or control of public safety resources serving some or all of the municipalities or governmental bodies that comprise the regional PSAP, including where services are provided by a private safety department. If the regional PSAP serves all such municipalities or governmental bodies for the operation of enhanced 911 call taking and call transfer activities and dispatch services including where some dispatch services are provided by a private safety department, it shall be considered a regional emergency communication center. The regional PSAP shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.

Regional Secondary PSAP: a facility operated by or on behalf of 3 or more municipalities or governmental bodies, or a combination thereof, approved by the Department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of either police, fire protection or emergency medical services, or any combination thereof. A regional secondary PSAP is equipped with automatic number identification and automatic location identification displays. It receives 911 calls only when transferred from a primary or regional PSAP or on an alternative routing basis when calls cannot be completed to the primary or regional PSAP.

Salary: compensation paid to full-time and part-time employees to include straight time, overtime, contract differentials, sick, vacation and/or personal leave; associated fringe benefits and/or indirect costs as applied by a municipality or the commonwealth. Salary does not include contractual reimbursements prior to the contract effective date, lump sum payments (e.g., educational incentive payments, longevity payments, etc.), buy-outs and/or extended sick, extended vacation, or extended personal leave.

Wireless State Police PSAP: a state police facility assigned the responsibility of primarily or entirely receiving wireless 911 calls and, as appropriate, dispatching emergency response services or transferring or relaying emergency 911 calls to other public or private safety departments or other PSAPs.

### **III. Eligibility**

Existing wireless state police PSAPs are eligible to participate in the Wireless State Police PSAP Grant Program.

\$6,299,202 from the total surcharge revenues of the previous fiscal year have been allocated to the Fiscal Year 2018 State 911 Department Wireless State Police PSAP Grant.

Funding from this grant has been set aside exclusively for use by wireless state police PSAPs pursuant to M.G.L. Chapter 6A, Section 18A. Accordingly, wireless state police PSAPs receiving funds from this Program are **not** eligible to apply for additional State 911 Department grant funds, except as otherwise specifically authorized under the State 911 Department PSAP and RECC Support and Incentive Grants, the State 911 Department Regional PSAP and Regional Secondary PSAP and RECC Development Grant, and the State 911 Department EMD/Regulatory Compliance Grant.

### **IV. Purpose**

Funding for the State 911 Department Wireless State Police PSAP Grant comes from a portion of revenues received pursuant to M.G.L. Chapter 6A, Section 18H. The purpose of the State 911 Department Wireless State Police PSAP Grant Program is to assist wireless state police PSAPs in providing the highest quality enhanced 911 service to wireless callers statewide.

### **V. Use of Funding**

Grantees may only use grant funds for the purposes listed below. Use of all grant funding shall be: (a) directly related to the provision of enhanced 911 service; and (b) approved by the State 911 Department. Funds shall not be used for any equipment, personnel or services that are not directly related to the provision of enhanced 911 service. The State 911 Department reserves the right to reject the funding of items that are equivalent to items that have been purchased with State 911 Department grant funds and are still within their industry standard accepted shelf lives. Additionally, the State 911 Department reserves the right, consistent with these guidelines, to provide or deny funding for types or classes of items that have been permitted or denied in prior grant cycles.

The State 911 Department will allow funding for the purchase or lease of equipment and for debt service on equipment, including without limitation, principal and interest payments on loans, notes, and bonds. The State 911 Department will allow grantees to assign lease, debt service, and/or or incremental purchase costs to this grant. The State 911 Department makes no guarantee of funding from year to year and does not assume any obligation, as guarantor or otherwise, under any purchase, lease, or debt instrument. However, any and all funding requested under this grant program shall be for goods/services received. Funding will not be disbursed for obligations made without receipt of goods/services.

#### **Allowable Expenses**

Unless otherwise noted, grantees shall be eligible to receive reimbursement of allowable expenses related to the following:

**A. Enhanced 911 Telecommunicator Personnel Costs** – to defray the costs of salary and training for enhanced 911 telecommunicator personnel, including enhanced 911 telecommunicators who are emergency communications dispatchers or supervisors. In order to be eligible for such funding, a grantee shall show that the personnel costs to be reimbursed: (1) cover only personnel who are trained and certified as an enhanced 911 telecommunicator in accordance with the requirements of the State 911 Department, or are in the process of obtaining such certification, in accordance with the requirements of the State 911 Department; and (2) except as otherwise approved by the State 911 Department are solely for hours in which such personnel are working in the capacity of an enhanced 911 telecommunicator as their primary job function. Reimbursement may be allowed for straight time costs for on the job training for new telecommunicators who are in the process of obtaining certification as an enhanced 911 telecommunicator, in accordance with the requirements of the State 911 Department. Reimbursement for personnel costs related to training may be allowed only for training courses that have been approved by the State 911 Department for Fiscal Year 2018, or with the prior written approval of the State 911 Department. Reimbursement may be authorized for in-house training courses conducted by wireless state police PSAPS and individualized “on the job” training, with appropriate documentation from the wireless state police PSAP supervisor attesting to the training and hours, that are directly related to 911 communications. Reimbursement for personnel costs for individuals who have other primary job duties not directly related to enhanced 911 service, such as police officers who may occasionally be assigned wireless state police PSAP enhanced 911 telecommunicator duty, may be allowed only for the documented hours in which the employee is acting primarily in the capacity of an enhanced 911 telecommunicator. For example, if a police officer is assigned to work as an enhanced 911 telecommunicator one (1) day a week, funding from this grant may only be used to cover the portion of such police officer’s salary for the one (1) day a week that he or she is assigned to enhanced 911 telecommunicator duty. Funding awarded through this grant shall be assigned to specific identified personnel, and the funding shall be applied to the personnel costs associated with such specific identified personnel.

These costs may include: overtime expenses for participation in Program-related activities, replacement expenses (straight time for part-time and/or reserve employees, or overtime) for participation in Program-related activities, as well as associated fringe benefits and/or indirect costs. Grantees will be reimbursed for classroom hours and reasonable travel time only, except that, with respect to approved in-house training courses conducted by wireless state police PSAPS, funding may be authorized for course trainer preparation time. Reimbursement for such course trainer preparation time shall not exceed twenty (20) per cent of the number of course hours and shall be supported by detailed documentation, including but not limited to, a detailed description of the dates, times, and nature of the course trainer preparation activity. Travel time, where applicable, will be verified utilizing a recognized mileage guide such as mapquest.com. Eligible travel time will be calculated by determining the round trip travel time from the PSAP to the training location, rounded up to the nearest quarter hour. Requests for funds for in-house training shall be submitted utilizing the Communications Training Lesson Plan form available on the State 911 Department’s website at [www.mass.gov/e911](http://www.mass.gov/e911).

Funding for personnel costs for participation in on-line training courses may be authorized for up to one (1) additional hour per person per year, with supporting documentation from the participant’s supervisor.

**Administrator Backroom Training:** Funding may be authorized for personnel costs for employees of the applicant for administrator backroom training on the use and operation of 911 equipment, including but not limited to, the operation and use of digital logging recorders and the Next Generation 911 system, not to exceed sixteen (16) hours per PSAP annually. The grantee shall



submit supporting documentation from the PSAP supervisor attesting to the training and hours are for personnel whose job duties include the operation and use of the 911 equipment for which training is sought. No funding for such training will be available under the State 911 Department EMD/Regulatory Compliance Grant. To the extent that the applicant has additional training needs, the State 911 Department will make every effort to conduct on-site training.

Funding for lodging expenses may be authorized for participation in training courses that are scheduled for two (2) or more consecutive days and the distance of which is equal to or greater than ninety (90) miles away from where travel originates. Lodging expenses may only be authorized for nights of stay that occur between consecutive training course days, except with the prior WRITTEN approval of the State 911 Department *prior to travel* in cases of extreme hardship. Travel distance for lodging will be calculated using the place of employment as the origination point and will be verified utilizing a recognized mileage guide such as mapquest.com.

Grantees are advised that failure to obtain prior express WRITTEN authorization from the State 911 Department may result in denial of reimbursement of any and all expenses associated with lodging.

All wage reimbursements authorized under this Program shall be allocated by the grantee in adherence with applicable collective bargaining agreements. However, the State 911 Department is not bound by or required to adhere to grantee collective bargaining agreements when determining allocations or reimbursements.

**B. Non-Personnel-Related Enhanced 911 Training Costs** - to defray the cost of live or online training courses, and certifications/recertifications, 911 accreditation, and quality assurance of EMD, to include applicable vendor fees, registration fees, and instructor fees. Funding may be authorized for membership fees for the following national and industry-recognized professional organizations:

The Association of Public Safety Communications Officials (APCO)  
National Emergency Number Association (NENA)

and for membership fees (not to exceed one membership per PSAP) for the following professional organization:

Massachusetts Communications Supervisors Association (MCSA).

Expenses associated with attendance at conferences will **NOT** be covered, except that funding may be authorized for conference registration fees only (but not for any other expenses associated with attendance) for APCO, NENA, and Navigator conferences. Requests for approval of conference registration fees for conferences other than APCO, NENA, and Navigator conferences, along with a conference agenda (including a list of key speakers), shall be submitted to the State 911 Department at least twenty-one (21) days in advance of the conference. Grantees are advised that failure to obtain prior express WRITTEN authorization from the State 911 Department may result in denial of reimbursement of any and all expenses associated with conferences fees for conferences other than APCO, NENA, and Navigator.

Funding may be authorized for software and other products directly related to the certification and training of enhanced 911 telecommunicators, including but not limited to, call handling guide cards (such as crimes in progress and emergency medical dispatch call handling guides), call handling software, emergency medical dispatch software, skill and ability testing software, and additional related training materials such as books and guides. No funding under this category will be available

for equipment, hardware, or internet service. Funding for replacement of training software and other products funded under the State 911 Department Grant programs will be authorized only for good cause shown. No funding for the electronic version of the printed EMD protocols (i.e., electronic version of EMD manuals/cardsets if approved by the State 911 Department) will be available unless the electronic version of the printed EMD protocols is the only format of the EMD protocols available from the vendor. **If the applicant provides EMD through a certified EMD resource, no funding will be available for emergency medical dispatch software or emergency medical dispatch products at the wireless state police PSAP.**

- C. **Heat, Ventilation, Air Conditioning and Other Environmental Control Equipment** – to defray costs associated with the acquisition and maintenance of heat, ventilation and air-conditioning equipment and other environmental control equipment. Such funds may only be used to purchase, install, replace, maintain, operate and/or upgrade such equipment used in the physical space used for the provision of enhanced 911 service.
- D. **Computer-Aided Dispatch Systems** – to defray costs associated with the purchase, installation, replacement, maintenance and/or upgrade of CAD hardware and software used by emergency communication dispatchers, call takers, and 911 operators in wireless state police PSAPs to initiate public safety calls for service and dispatch, and to maintain the status of responding resources in the field. Funds may be used for mobile devices that are linked to a CAD system. It does not include records management systems, whether or not part of a CAD system.
- E. **Radio Consoles** – to defray costs associated with the purchase, installation, replacement, maintenance, and/or upgrade of radio consoles to be used at wireless state police PSAPs. Such funds may only be used to purchase, install, replace, maintain, and/or upgrade such radio consoles used in the physical space used for the provision of enhanced 911 service. All radio consoles shall comply with EOPSS Statewide Interoperability Emergency Committee (“SIEC”) special conditions, as may be amended from time to time. The State 911 Department will submit requests for such funding to the SIEC and/or the Statewide Interoperability Coordinator (“SWIC”) for review and confirmation that the requested item(s) comply with the SIEC special conditions. The SIEC special conditions are available at:  
<http://www.mass.gov/eopss/docs/ogr/homesec/sdsiecspecialconditionsradiofrequenciesdec09.pdf>.  
 Questions relating to the SIEC special conditions should be directed to the SWIC
- F. **Console Furniture and Dispatcher Chairs** – to defray costs associated with the purchase, installation, replacement, maintenance, and/or upgrade of console furniture and dispatcher chairs necessary for enhanced 911 telecommunicators working at wireless state police PSAPs to perform their jobs effectively and in an ergonomically appropriate manner. Such funds may only be used to purchase, install, replace, maintain, and/or upgrade such console furniture and dispatcher chairs, including shelving, storage cabinets, and rotary resource files used in the physical space used for the provision of enhanced 911 service.
- G. **Fire Alarm Receiving and Alerting Equipment Associated with Providing Enhanced 911 Service**– to defray costs associated with the purchase, installation, replacement, maintenance, and/or update of fire alarm receiving and alerting equipment used at wireless state police PSAPs. Funding may be used to purchase, install, replace, maintain, and/or update systems used by such PSAPs to alert remote station personnel of emergency responses, including hardware and components installed within remote station locations. Funding for street or structure based cable or radio fire alarm boxes and related hardware is not permitted.
- H. **Other Equipment and Related Maintenance Associated with Providing Enhanced 911 Service** – to defray costs associated with the purchase, installation, replacement, and/or maintenance of other

equipment used in the physical space used for the provision of enhanced 911 service, except as otherwise approved by the State 911 Department, based on supporting documentation that the physical space used for the provision of enhanced 911 service is inadequate to house the equipment, or except as otherwise approved by the State 911 Department based on supporting documentation. Funding may be used for, but is not limited to: support technology (such as printers, headsets, and call recorders); supplies (such as disc and printer cartridges); hardware and support costs (excluding monthly recurring telephone service costs) for telephones; acoustic wall and/or ceiling coverings; ESD-resistant flooring; lighting; and security equipment used for securing access to the PSAP to prevent entry by the public or unauthorized personnel.

**All goods and services MUST be received on or before June 30, 2018 to be eligible for reimbursement under the Fiscal Year 2018 State 911 Department Wireless State Police Public Safety Answering Point Grant.**

**The State 911 Department may grant an extension, not to exceed sixty (60) days from the end of the contract period, for the receipt of goods and services after June 30, 2018 if the grantee demonstrates to the satisfaction of the State 911 Department that the goods and services will not be received on or before June 30, 2018 solely as the result of the vendor's inability to deliver such goods and services, through no fault of the grantee, on or before June 30, 2018. Any request for an extension shall be made on or before March 30, 2018 and shall be supported by appropriate documentation. Failure to request an extension on or before March 30, 2018 will result in denial of said request and denial of reimbursement for any and all costs associated with goods/services not received on or before June 30, 2018.**

All technology or telecommunications related goods or services must be compliant with applicable laws, rules, regulations, and standards. Grantees shall specify that they have referenced [www.mass.gov/accessibility](http://www.mass.gov/accessibility), [www.access-board.gov](http://www.access-board.gov), the Massachusetts Architectural Access Board regulations at [www.mass.gov/aab](http://www.mass.gov/aab), and the Massachusetts Office on Disability standards and best practices at [www.mass.gov/mod/ADACoordinators.html](http://www.mass.gov/mod/ADACoordinators.html) to determine what laws, rules, and standards apply and what efforts they have made to ensure specific compliance therewith. Failure to adequately ascertain compliance will result in denial of funding for the requested goods or services.

## **VI. Application Process**

**All applicants shall submit one (1) original completed application, including budget worksheet and detail narrative, and supporting documentation.**

All applications must be signed and submitted by an authorized signatory of the applicant. Please do not provide any additional pages or supporting materials not specifically requested.

**ALL GRANT APPLICATIONS MUST BE RECEIVED BY THE STATE 911 DEPARTMENT NO LATER THAN 5:00 P.M. ON FRIDAY, 2, 2018.**

The State 911 Department reserves the right, in its sole discretion, to extend the application deadline.

All applicants shall submit, with the grant application, a copy of the detailed Departmental budget supporting the PSAP and an organizational chart. This budget shall contain all operational costs for the PSAP, including all salary costs. Said budget shall include operational costs supported by all funding sources, including this grant program.

Budget Worksheet and Detail Narrative:

- Use the worksheet provided to summarize the amounts planned to be spent in each category.
- Use the narrative section to explain, in detail, the basis of the funding in each category. Be as specific as possible and include quotes, brand names and model numbers where applicable and available. For example, if the grantee has \$1,000.00 in the “furniture, chairs” column, the grantee shall justify the computation of that budget item in the narrative such as “4 Acme model EZ dispatch chairs at \$250.00 per chair.”

**PLEASE DO NOT SUBMIT BLANK PAGES FOR WHICH NO FUNDING IS REQUESTED.**

**THE APPLICATION SHALL NOT BE DOUBLE SIDED.**

**All applications shall be mailed or hand-delivered to the address below. No applications will be accepted via fax or email. Original signatures are required.**

State 911 Department  
151 Campanelli Drive, Suite A  
Middleborough, MA 02346

**VII. Grant Review and Selection Process**

The State 911 Department staff will review all applications and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will use its best efforts to review grant applications and to take the following action within fifteen (15) business days of receipt of the grant application: 1) request additional information from the applicant in the event that the grant application is not complete; 2) recommend approval of the grant; or 3) recommend denial of the grant, in part or in its entirety. If the State 911 Department staff determines, based upon its review of the grant application, that the grant application is not complete, the State 911 Department will notify the applicant by telephone and/or e-mail of the need to provide additional information and will notify the applicant that such additional information shall be provided to the State 911 Department staff in order to complete the application. If the applicant fails to provide the requested information necessary to complete the application, the State 911 Department may consider the application closed and return the application to the applicant. If the application is closed and returned to the applicant, the applicant may resubmit the application, in which case the application will be considered a new application, and the review period will begin again.

Any denial of a grant application, in whole or in part, may be appealed to the Executive Director, or his designee, with supporting documentation. The Executive Director will use his best efforts to respond to the appeal within five (5) business days. All decisions of the Executive Director for selecting applicants for the State 911 Department Wireless State Police Public Safety Answering Point Grant are final.

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timelines.

Adherence to the conditions detailed within this grant application package and other factors will be considered. These factors include:

- A reasonable, properly completed budget and application; and
- Applicant's adherence to grant guidelines and reporting requirements.

### VIII. Grant Funding Process

Upon completion of the grant review and selection process, the Department will execute an ISA with the Massachusetts State Police. Except as otherwise required by state finance law, failure to submit documentation in compliance with these grant guidelines may result in suspension or cancellation of the ISA and/or delays in future funding. Expenses identified by the State 911 Department as ineligible under this grant shall be removed from the child account within ten (10) business days. As of the effective date of the contract, the grantee can incur costs and seek reimbursement from the Department.

- The State 911 Department will not reimburse for costs incurred prior to the effective date of the contract, except as requested by the applicant and approved by the State 911 Department or as otherwise noted herein.
- Approval at the time of contract execution is considered conditional on reasonableness of request and adequacy of documentation at the time funds are to be disbursed.
- All funding is subject to the availability of funds.
- Grantees shall maintain and retain accounting and other records of Program-related information as required by applicable state and local laws and regulations and are subject to examination, audit, and inspection by the State 911 Department and/or any other local, state, or federal agency that has appropriate jurisdictional authority.
- The State 911 Department reserves the right to withhold future grant funding and/or disqualify grantee from participating in future grant awards if any grant funds received by grantee are not properly accounted for and/or if the grantee fails to meet reporting requirements, including without limitation, reporting and/or certification requirements set forth in regulations and/or standards established by the State 911 Department.
- All goods and services shall be received on or before June 30, 2018.
- Funding of reimbursement requests received more than three (3) months after the close of the fiscal year under which costs were incurred cannot be guaranteed.
- The State 911 Department may reimburse grantees for allowable expenses associated with fees incurred for training commenced but not completed during Fiscal Year 2018 (e.g., fees associated with long-term courses or 911 PSAP accreditation commenced but not completed during Fiscal Year 2018). Upon completion of such training, the grantee shall be required to provide the State 911 Department with proof of successful completion of such training, and the State 911 Department reserves the right to withhold future grant funding for the amount reimbursed if the grantee fails to provide proof of successful completion of such training.
- Disposal of Equipment Purchased with Grant Funding: Grantees may replace and/or dispose of equipment purchased with funds under the State 911 Department grant programs only if such equipment has reached the end of its useful life, in accordance with the manufacturer's warranty or industry expected useful life, whichever is longer. Disposal shall be in compliance with state guidelines, and equipment may be transferred to public entities for public entities' purposes only.

### Budget Modifications

As of the effective date of the contract, the grantee is permitted to reallocate not more than 25% of the total award amount between **approved** categories of use set forth in Section V. "Use of Funding" above for approved items without requesting a budget modification. For example, if a PSAP is awarded a \$10,000 contract to fund \$5,000 in personnel costs (category A) and \$5,000 for dispatcher chairs (category E) and determines that reimbursement of additional personnel costs is warranted, it may

reallocate \$2,500 (25% of the award) from category E to category A without receiving approval from the State 911 Department. The PSAP's new budget becomes \$7,500 for category A and \$2,500 for category E.

A grantee shall be permitted to reallocate funding through a budget modification when:

- 1) reallocation is between previously approved budget categories and approved items but exceeds 25% of the total contract award;
- 2) reallocation is for an item not previously approved that falls within a previously approved budget category; or
- 3) reallocation falls within a budget category not previously requested in the initial grant application.

Such budget modifications shall be subject to the prior written approval of the State 911 Department, and such approval shall be sought and obtained PRIOR to implementation of such reallocation or new budget items/expenses.

Budget modification forms can be found at [www.mass.gov/e911](http://www.mass.gov/e911). This form should be completed, signed by an authorized signatory and forwarded along with a brief narrative explaining the requested changes. Budget modifications along with requested narrative and quotes (if applicable) SHALL be mailed to:

State 911 Department  
151 Campanelli Drive, Suite A  
Middleborough, MA 02346

Although the State 911 Department will endeavor to provide authorization or denial of authorization to the PSAP within ten (10) business days of the request, failure of the State 911 Department to respond within such ten (10) business days does not confer authorization. No authorization for reimbursement will be made without the prior express written approval of the State 911 Department. If approved, the Department will prepare an ISA modification to accommodate the requested change.

**Grantees are strongly encouraged to submit final, year-end budget modification requests on or before March 31, 2018.**

#### Reimbursement Process

##### A. Reimbursement for Expenses Incurred

After contract execution, the grantee can incur costs and seek reimbursement from the Department. Approval of reimbursement at the time of contract execution is conditional on the reasonableness of the request and adequacy of documentation at the time funds are to be disbursed.

**Reimbursement requests should be submitted to the Department on a monthly basis within thirty (30) days of the date on which the cost is incurred.** Failure to submit requests within the noted timeframe may result in a delay of the funding process as detailed above. Reimbursement requests must include expenditure and activity reports as well as supporting documentation, including but not limited to, copies of contracts, receipts, proof of payment and/or payroll records. PSAPs should be advised the

Department is unable to guarantee funding for reimbursement requests received more than three (3) months after the close of the fiscal year under which costs were incurred.

For personnel costs, proof of payment shall include the individual name, pay period, pay date, rate of pay, number of hours paid and the total amount paid. As an example, the supporting documentation may be a copy of the payroll register/report from the wireless state police PSAP or copies of pay advices for the employee. Please note the payroll register/report does not need to segregate the “grant” costs, it simply needs to show payment to the individual for at least the amount of the requested reimbursement. In addition, for training related expenses, proof of course completion (class roster or course certificate) and/or conference attendance (certificate or registration badge) is required for reimbursement of personnel expenses.

For vendor payments, proof of payment shall include the check/electronic funds transfer (“eft”) number, the date of payment, the vendor name, and the amount of payment. As an example, the supporting documentation may be a copy of the check, cancelled check, check warrant report or a general ledger report. If the amount of the check is greater than the amount being requested, a breakdown of the payment should be provided to properly support the costs being requested. In addition, for training related expenses, proof of course completion (class roster or course certificate) and/or conference attendance (certificate or registration badge) is required for reimbursement of non-personnel-related enhanced 911 training costs.

All State 911 Department Program reimbursement forms will be made available at [www.mass.gov/e911](http://www.mass.gov/e911). Reimbursement forms must be signed by an authorized signatory and submitted to the Department by mail. Electronic signatures or fax copies of these forms will not be accepted. Original signatures are required. Failure to comply with reporting requirements may result in non-reimbursement of funds or suspension of a grant award.

### **B. Release of Funding to Grantees for Anticipated Expenditures**

The Department recognizes that grantees may have budget limitations that do not permit them to make significant purchases or commit to personnel-related funding without adequate funds already in place. Therefore, the Department may disburse grant funds for anticipated expenditures as detailed below.

- State Agencies: In compliance with Massachusetts finance law and regulations, funds may be disbursed upon execution of an intergovernmental service agreement (“ISA”) for state agencies hosting a PSAP. In addition to the application process referenced above, state agencies shall submit, as part of the application, a semi-annual breakdown of expenses. The State 911 Department will process semi-annual ISAs with state agencies to ensure compliance with the Comptroller’s directives. State agencies shall be required to submit the same level of documentation as detailed in Section VIII “Grant Funding Process” subsection A “Reimbursement for Expenses Incurred.” State agencies shall submit all required within thirty (30) days of the end of each semi-annual period. Failure to submit documentation in compliance with these grant guidelines may result in suspension or cancellation of the ISA and/or delays in future funding. Expenses identified by the State 911 Department as ineligible under this grant shall be removed from the child account within ten (10) business days of receipt of notification of ineligible expenses.

The State 911 Department staff will review all reimbursement requests and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will make

its best efforts to review reimbursement requests and take action within thirty (30) business days of receipt of the reimbursement request.

The State 911 will provide a letter of explanation with all reimbursement requests that are returned to a grantee. The State 911 Department will also notify, via e-mail, the authorized signatory(ies) for a grantee of all payments processed. In the event that a payment is processed for an amount less than that requested, the reason(s) for such reduction will be noted on the reimbursement forms that will be provided with the payment notification.

Any denial of a reimbursement request, in whole or in part, may be appealed to the Executive Director, or his designee, with supporting documentation. The Executive Director will use his best efforts to respond to the appeal within five (5) business days. All decisions of the Executive Director for reimbursement requests under the State 911 Department Support and Incentive Grant are final.

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timelines.

## **IX. Assistance**

**The Fiscal Year 2018 Wireless State Police PSAP Grant Application Package is available on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).**

A sample application form is posted on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).

A sample budget worksheet form is posted on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).

For assistance please contact the State 911 Grants Specialist, Cindy Reynolds, at 508-821-7299 or [911DeptGrants@state.ma.us](mailto:911DeptGrants@state.ma.us).

State 911 Department  
151 Campanelli Drive, Suite A  
Middleborough, MA 02346



For additional assistance, please refer to the following State 911 Department contact list:

<b>Name</b>	<b>Resource</b>	<b>Contact Number</b>	<b>E-Mail</b>
Cindy Reynolds	Questions regarding application process, budget modifications	508-821-7299	<a href="mailto:911DeptGrants@state.ma.us">911DeptGrants@state.ma.us</a>
Michelle Hallahan	Questions regarding eligibility and process for reimbursements	508-821-7216	<a href="mailto:Michelle.Hallahan@state.ma.us">Michelle.Hallahan@state.ma.us</a>
	Adding Enhanced 9-1-1 telecommunicators to a grant after contract award		<a href="mailto:911DeptGrants@state.ma.us">911DeptGrants@state.ma.us</a>