

## **FY2026 Reimbursement Reduction Reasons**

1. Name(s) not on the list of certified telecommunicators approved with the application.
2. Costs incurred prior to the contract start date or after contract end date.
3. Cannot be reconciled to the documentation provided.
4. Missing proof of payment(s) for the invoice(s) submitted.
5. Missing proof of course completion (signed roster(s) or certificates of completion).
6. Missing copy of invoice(s).
7. Class hours reduced to match signed roster, certificate of completion or vendor defined.
8. Travel hours/mileage reimbursed based on Google Maps.
- 9a. Class/Costs exceed that authorized under the grant for new personnel in the process of obtaining certification.
- 9b. Class/Costs exceed that authorized under the grant for certified telecommunicators.
10. Personnel costs requested for the individual(s) reduced to match the payroll documentation provided.
11. Individual not a certified telecommunicator as of date costs incurred.
12. Replacement date worked does not correspond to the date of training.
13. Costs reimbursed for the participant.
14. Amounts requested on the summary page are greater than the contract maximum value.
15. Amounts requested on the summary page do not equal the amounts requested on corresponding category page(s).
16. Category/Item(s) not on the approved application.
17. Detailed invoice required.
18. Course not approved by the State 911 Department.
19. Costs previously reimbursed.
20. Goods/Services not received within the funding period.
21. Number of calls being requested for QA were reduced to match protocol requirements.
22. Rates and/or hours requested reduced to match the payroll documentation provided.
23. Funding under the State 911 Department Training Grant is limited to sixteen (16) hours of State 911 Department-approved continuing education annually, of which a minimum of two (2) hours shall be dedicated to the identification and response to callers experiencing behavioral health crisis. Class requested is not a behavioral health crisis approved course. Therefore, class hours reduced to allow funding for the two (2) hour behavioral health crisis minimum requirement.
24. Missing proof of full course completion for subscription-based learning program.
25. Missing supporting documentation, such as schedules, time sheets, when seeking reimbursement for personnel costs where the award date falls in the middle of a payroll period; only costs incurred on or after the contract start date may be eligible under the grant program.