

## Required and Sample Verbiage Required for 9-1-1 Education Purchase Reimbursements

As stated in the California State 9-1-1 Operations Manual Chapter III.27, your reimbursement pre-approval request must include several specific items of information. From the manual:

### **FUNDING PROCESS – 9-1-1 Network and Other 9-1-1 Services/CPE**

#### **Reimbursement Claim Process – 9-1-1 Network and Other 9-1-1 Services/CPE**

In accordance with the EDUCATION FUNDING POLICY, 9-1-1 NETWORK SERVICES FUNDING POLICY, and CPE FUNDING POLICY outlined in this chapter, PSAPs requesting reimbursement funding for 9-1-1 network services and other 9-1-1 services and/or CPE (not GIS or system replacement), may use the following Reimbursement Claim Process.

#### **1. PSAP Requests Funding**

The PSAP writes a letter to the 9-1-1 Office requesting the 9-1-1 service and/or equipment. The letter must include:

- A. an overview of requirements with associated costs;
- B. PSAP's planned number of staffed 9-1-1 call taker positions (if CPE funding allotment is to be used);
- C. procurement process PSAP plans on using to obtain equipment and services (i.e., competitive bid, noncompetitive bid, tariff, or State contract);
- D. desired installation date; and,
- F. the name of the PSAP's finance administrator with authority to approve agency spending.

END OF MATERIAL FROM STATE 9-1-1 MANUAL

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*Therefore, you may wish to use the sample that follows on the next page as an outline for your funding request letter.*

**Reimbursement questions? Make sure to contact your assigned 9-1-1 Office Consultant responsible for the county in which your PSAP resides.**

<http://www.cio.ca.gov/PSCO/911/pdf/OfficeAssignments.pdf>

#### **Disclaimer:**

Crime Prevention Outreach, LLC does not guarantee funding pre-approval or reimbursement by the California State 9-1-1 Office for CWOC panels package purchases. Information provided should be verified by PSAP to confirm reimbursement process. California State 9-1-1 Office does not guarantee funding requests. Contact the 9-1-1 Office Consultant responsible for your county.

See sample letter below

## SAMPLE LETTER

Address letter to: Your State 9-1-1 Office Consultant

Our Public Safety Answering Point is requesting a funding pre-approval for the purchase of 9-1-1 educational materials. Specifically, we are interested in the 9-1-1 community education panel kits offered through Crime Prevention Outreach, LLC. These kits contain 2 education panels that will assist in our efforts to teach our community members about how to use the 9-1-1 system and what to expect when a 9-1-1 call is placed.

Panels are developed by public safety professionals and designed to engage audience members at outreach events, meetings, safety fairs, block parties, Neighborhood Watch gatherings, Citizen Police Academies (CPA), Community Emergency Response Training (CERT) and when posted in an agency lobby or auditorium as a semi-permanent education display. Each panel is customized with our local agency name, logo and website address or phone number. The kits contain the following:

### **Panel 1: Getting Help – Using the 9-1-1 System**

Addresses:

- Communicating HELP
- 9-1-1
- Use It, Don't Abuse It!
- Call and Listen!
- Know Your Address
- Can't talk?...That's OK
- Cell Phone Direct
- Kids Call 9-1-1 Too!
- Get OUT!

**Target Audience:** community members 13 years old and up

### **Panel 2: Kids Call 9-1-1 Too!**

Addresses:

- What number do I call for emergency help?
- What do I do before I call for help?
- What's an emergency?
- Do you know where you live?
- What if I was unable to talk after I called 9-1-1?
- Be a good listener!
- Would it be funny to call 9-1-1 when there isn't an emergency?

**Target Audience:** children 12 years old and younger

### **2 Display Easels**

Black, aluminum display easel is adjustable to allow use fully extended and freestanding or collapsed for tabletop display. Each easel secures panel via support tray and top clip.

### **1 Nylon Portfolio**

Designed to protect your investment, this nylon portfolio stores your panels when not on display and makes transporting them from location to location easy. 1 portfolio holds two panels.

### **Package Cost:**

Total package cost, including two large size personalized 9-1-1 English language education panels, two display easels, one nylon transport/storage portfolio, and shipping cost is:

**\$716.70 plus sales tax.**

**→ If you have selected travel size panels for your quote, use this paragraph:**

**Package Cost:**

Total package cost, including two travel size personalized 9-1-1 English language education panels, two display easels, one nylon transport/storage portfolio, and shipping cost is: **\$529.20 plus sales tax.**

Additional language panel kits are available at the same price per kit as the English language packages.

Our agency would enjoy having these panel kits as soon as possible in order to enhance community knowledge about the 9-1-1 system and how to use it effectively, especially for our community members that do not speak English as their primary language. Per Crime Prevention Outreach, LLC, delivery of panel kits may take up to four weeks after order is placed due to the custom nature of the panels.

**Presentation Plan:**

> Add specifics here if you have them <

Our agency plans to use these panels in a variety of ways to enhance community understanding of how the 9-1-1 system works. We have various community outreach events throughout the year, including [insert specific events/days here]. Additionally, we intend to use the Kid’s Call 9-1-1 Too Panel! at our local elementary schools including [insert specific schools here].

As well, we will display our 9-1-1 education panels in the public area of our facility so that any member of the public may see and learn from them. Our agency also supports the following activities, where there are opportunities to discuss how to use the 9-1-1 system appropriately:

- Neighborhood Watch
- Business Watch
- Community Forums
- Citizen’s Police Academies
- Community Emergency Response Training
- Youth Organizations, i.e. Cub Scouts, Girls Scouts, Boy Scouts

**Procurement Process**

Crime Prevention Outreach, LLC is the only vendor producing these specific 9-1-1 education panel kits. Therefore we will select Crime Prevention Outreach, LLC’s noncompetitive quote, which is attached to this funding approval request.

**Authorized PSAP Finance Administrator**

**Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Total Number of 9-1-1 Education Panel Kits Requested:** \_\_\_\_\_

**Total Amount of Funding Pre-approval Requested: \$**\_\_\_\_\_

**Languages Requested:**

English: \_\_\_\_\_

Spanish: \_\_\_\_\_

Other: \_\_\_\_\_

Respectfully submitted for your consideration,

**END OF SAMPLE LETTER**

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