



# COPS

Community Oriented Policing Services  
U.S. Department of Justice

## Pre-Award Frequently Asked Questions (FAQ) for 2024 COPS Office Community Policing Development Promoting Access to Crisis Teams (PACT) Grant Program

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**Q. Are all law enforcement agencies eligible to apply for this solicitation?**

A. The solicitation is open only to state, local, tribal, and territorial law enforcement agencies that have primary law enforcement authority for their jurisdiction.

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**Q. How do I determine if my agency has primary law enforcement authority?**

A. An agency with primary law enforcement authority is defined as the first responder to calls for service for all types of criminal incidents within its jurisdiction. Agencies are not considered to have primary law enforcement authority if they only respond to or investigate specific type(s) of crime(s), respond to or investigate crimes within a correctional institution, serve warrants, provide courthouse security, transport prisoners, have cases referred to them for investigation or investigational support, or some combination of these.

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**Q. My agency does not have primary law enforcement authority. Can we partner with an agency that is eligible to apply?**

A. Yes, partnerships are highly encouraged. If your agency does not have primary law enforcement authority, it can partner with an agency that is eligible to apply. Please keep in mind that the application must be submitted by the agency with primary law enforcement authority.

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For the [FY24 COPS Office Solicitations Frequently Asked Questions](#) visit our [How To Apply](#) page.

**Questions?** For technical assistance with submitting the **full application** in JustGrants, contact the JustGrants Service Desk at [JustGrants.Support@usdoj.gov](mailto:JustGrants.Support@usdoj.gov) or 833-872-5175. The JustGrants Service Desk operates 5:00 a.m. to 9:00 p.m. eastern time (ET) Monday to Friday, and 9:00 a.m. to 5:00 p.m. ET on Saturday, Sunday, and federal holidays.

For programmatic and general assistance with the solicitation requirements, contact the COPS Office Response Center at 800-421-6770 or by email at [AskCOPSRC@usdoj.gov](mailto:AskCOPSRC@usdoj.gov). The Response Center's hours of operation are Monday–Friday (except U.S. Federal Government holidays; see <https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/>) from 9:00 a.m. to 5:00 p.m. Eastern Time (ET). The Response Center will remain open on the solicitation closing date until 4:59 p.m. ET.