



# Pre-Award Frequently Asked Questions (FAQ) for 2024 COPS Office Collaborative Reform Initiative Critical Response Program

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**Q. Will the COPS Office accept any applications that propose the management of all three programs under the Collaborative Reform Initiative (CRI-TAC, Critical Response, and Organizational Assessment) under one organization?**

A. No. The solicitation only requests applications for Critical Response. While the programs are designed to be complementary technical assistance services offered by the COPS Office, they are nonetheless intended to be distinct from each other.

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**Q. What are the differences between CRI-TAC, Critical Response, and Organizational Assessment?**

A. The key differences in the programs center around the qualifications of the technical assistance providers supporting them and the scope of technical assistance each offers.

**CRI-TAC** is a “by the field, for the field” program that is supported specifically and intentionally by law enforcement stakeholder associations. The types of technical assistance offered under this program includes training, peer exchanges, limited-scope policy reviews, and assistance on a variety of strategic and operational issues. Technical assistance engagements are largely internal to the requesting agency and are targeted to be completed within six months.

**Critical Response** is a technical assistance program intended to assist agencies that are encountering challenging circumstances, such as the aftermath of a critical incident, and are in need of an independent examination of the incident—for example, through an after-action review or assistance with a specific aspect of agency operations.

The **Organizational Assessment** program is the most intensive form of technical assistance and involves both in-depth assessments and timely implementation of reforms with routine public reporting. This program is intended to help agencies address systemic issues that challenge community trust and confidence.

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**Q. What does the COPS Office mean by “Ability to ensure independence and objectivity throughout the project; the provider must take steps to demonstrate and ensure that they will operate as an independent third party in the review of the law enforcement agency and not be subject to undue influence by stakeholders who may have an interest in the outcome of the reviews”?**

A. Successful applicants will have a track record of and reputation for being independent and objective arbiters of facts through the implementation of rigorous organizational assessments. The public should have confidence that the findings and recommendations being provided are not unduly influenced by the law enforcement agency under review or other stakeholders. However, successful applicants should also have a track record of building successful and sustainable partnerships with law enforcement agencies to implement organizational reforms.

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**Q. Will award recipients be required to establish and maintain a website that documents program activity?**

A. No. The website will be administered by the COPS Office. The award recipients will be required to provide timely updates to the COPS Office for inclusion on the website.

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**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. ET. The Response Center will remain open on the solicitation closing date until 4:59 p.m. ET.