



**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH SYSTEM MEDICAL CENTER GOVERNING BOARD
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 18.3
(ID # 30002)

MEETING DATE:
Tuesday, March 10, 2026

FROM : RUHS-MEDICAL CENTER

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM-MEDICAL CENTER: Approve the Child Advocacy Center Program (KC) Grant Subawards administered by the California Governor’s Office of Emergency Services (Cal OES), as provided in Resolution 2026-039 effective April 1, 2026 through March 31, 2029, All Districts. [Total aggregate amount \$750,000, Annual amount \$250,000] – 100% State Funds

A RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Cal OES Child Advocacy Center Program (KC) Grant Subaward for a total aggregate amount of \$750,000 for the effective period April 1, 2026 through March 31, 2029 (“Grant Subaward”); and
2. Adopt Resolution 2026-039 approving the KC Grant Subaward, and approving the authorization of:
 - a. RUHS-MC Chief Executive Officer, or their designee, to execute the KC Grant Agreement once available, and execute all award documents effective April 1, 2026 through March 31, 2029; and
 - b. the County Manager or designee to sign related Certification of Assurance of Compliance on behalf of the County for the duration of this Resolution.
3. Direct and order that Resolution 2026-039 be effective April 1, 2026 through March 31, 2029.

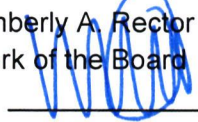
ACTION:Policy

Jennifer Cruikshank
Jennifer Cruikshank, Chief Executive Officer – Health System 2/25/2026

MINUTES OF THE GOVERNING BOARD

On motion of Supervisor Medina, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: March 10, 2026
xc: RUHS-MC

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH
SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$0	\$0	\$0	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: Hospital Enterprise Fund - 40050			Budget Adjustment: No	
			For Fiscal Year: FY25/26– FY28/29	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Riverside University Health System – Medical Center provides child abuse victims with trauma-informed, evidence-based Child Advocacy Center services through the Riverside County Child Assessment Team (RCCAT) Center. Two components of these services are mental health therapy and family advocacy. The funds provided by the Child Advocacy Center Program (KC) Grant Subaward help provide the financial resources necessary to provide this care by funding two staff positions, one Clinical Therapist from RUHS Behavioral Health and one Social Service Practitioner III from RUHS Medical Center, both of whom are assigned to work at the RCCAT Center.

The California Governor’s Office of Emergency Services has clearly defined requirements regarding state reviews, specific to Grant Subawards. These requirements are outlined within the Subrecipient Handbook. The 2023 Subrecipient Handbook introduced new changes and requirements, that are applicable for Grant Subawards with a start date of January 1, 2023, and later. Due to these changes, Resolution No. 2024-201 was created and approved by the Board on August 27, 2024, and effective through March 31, 2026. Due to the upcoming expiration of authority and RUHS-MC’s desire to continue applying for grant subawards, RUHS-MC is seeking Board approval to extend the authority provided in Resolution No. 2024-201 and to approve Resolution 2026-039 through March 31, 2029.

Resolution No. 2026-039 would delegate authority to the RUHS-MC Chief Executive Officer, or their designee, to execute the Child Advocacy Center Program (KC) Grant Subaward agreement, execute and submit applications to Cal OES for Child Advocacy Center Program (KC) grant subawards, and execute all award documents to include Amendments that may result from the aforementioned grant application, effective April 1, 2026 through March 31, 2029.

Resolution 2026-039 authorizes the County Manager or designee to sign related Certification of Assurance of Compliance (form VOCA Cal OES 2-104f) on behalf of the county for the duration of Resolution 2026-039. This form affirms that the County will comply with the requirements and restrictions outlined in the Cal OES Subrecipient Handbook.

**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH
SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

Impact on Residents and Businesses

These services are a component of RUHS's system of care aimed at improving the health and safety of its patients and the community.

Contract History and Price Reasonableness

On August 27, 2024, Agenda Item 15.2, the Board approved Resolution 2024-201 for a three-year period ending March 31, 2026, to authorize the RUHS-MC Chief Executive Officer, or their designee, to execute the Child Advocacy Center Program (KC) Grant Subaward agreement, execute and submit applications to Cal OES for Child Advocacy Center Program (KC) grant subawards, and execute all award documents to include Amendments that may result from the aforementioned grant application.

The requested Board action seeks approval of Resolution 2026-039 for a three-year period through March 31, 2029.

ATTACHMENTS:

Attachment A: FY2025-26 Child Advocacy Center (KC) Program Supplemental

Attachment B: County Resolution No. 2026-039

Attachment C: 2-104 Grant Subaward Certification of Assurance of Compliance


Jacqueline Ruiz, Principal Analyst

3/4/2026


Gregg Gu, Chief of Deputy County Counsel

2/26/2026

2
3 RESOLUTION NO. 2026-039

4 RESOLUTION OF THE BOARD OF SUPERVISORS OF
5 THE COUNTY OF RIVERSIDE APPROVING THE GRANT SUBAWARD AGREEMENT AND
6 AUTHORIZING THE CHIEF EXECUTIVE OFFICER OF RIVERSIDE UNIVERISTY HEALTH
7 SYSTEM MEDICAL CENTER TO EXECUTE SAID AGREEMENT FOR THE CHILD ADVOCACY
8 CENTER PROGRAM

9
10 **WHEREAS**, the County of Riverside (the “County”) annually applies for and has received
11 grant funding in past performance period years through the Child Advocacy Center Program (KC) Grant
12 Subaward, as made available through and administered by the California Governor’s Office of Emergency
13 Services (hereinafter referred to as “Cal OES”);

14 **WHEREAS**, the County desires to continue to apply for the Child Advocacy Center
15 Program (KC) Grant Subaward under the authority provided within Policy A-30, approved by the Board of
16 Supervisors on October 8, 2024, Agenda Item 3.2;

17 **NOW, THEREFORE, BE IT RESOLVED. DETERMINED AND ORDERED** by the
18 Board of Supervisors of the County of Riverside, in regular session assembled on March 10, 2026, in the
19 meeting room of the Board of Supervisors of the District located on the 1st floor of the County
20 Administrative Center, 4080 Lemon Street, Riverside, California, that this Board does hereby determine
21 and declare as follows:

22 Section.1 Finds that the Recitals set forth above are true and correct and are
23 incorporated in this Resolution by this reference.

24 Section. 2 Hereby approves to accept the Child Advocacy Center Program (KC) Grant
25 Subaward (the “Grant Subaward”) and authorizes the Chief Executive Officer of the Riverside University
26 Health System Medical Center, and/or their designee on behalf of the Riverside University Health System
27 Medical Center, to sign the Cal OES Child Advocacy Center Program (KC) Grant Subaward Agreement

1 and any future subaward agreements on behalf of the Riverside University Health System Medical Center,
2 for performance periods beginning April 1, 2026 through March 31, 2029.

3 Section. 3 Authorizes the Chief Executive Officer or their designee to execute any Child
4 Advocacy Center Program (KC) Grant Subaward applications for performance periods beginning April 1,
5 2026 through March 31, 2029.

6 Section. 4 Authorizes the County Manager or designee to sign the related Certification
7 of Assurance of Compliance (form VOCA Cal OES 2-104f) on behalf of the County.

8 Section. 5 Authorizes the Chief Executive Officer, or their designee, to execute any
9 grant award documents, to include Amendments to the Agreement, that may result from the aforementioned
10 grant applications, provided that the County's contribution share has been budgeted for and approved by
11 the Board of Supervisors.

12 Section. 6 The grant funds received hereunder shall not be used to supplant local
13 expenditures controlled by this body.

14 BE IT FURTHER RESOLVED, DETERMINED, AND ORDERED that the County of
15 Riverside, Riverside University Health System Medical Center is hereby authorized and directed to accept
16 funding in an amount of two hundred fifty thousand dollars (\$250,000.00), as a result to KC Grant
17 Subaward; and in accordance with all applicable rules and laws.

18 BE IT FURTHER RESOLVED, DETERMINED, AND ORDERED that the County of
19 Riverside, Riverside University Health System Medical Center is hereby authorized to accept future funding
20 in an amount of 125% of the current KC Grant Subaward through March 31, 2029; and in accordance with
21 all applicable rules and laws.

22 BE IT FURTHER RESOLVED AND ORDERED that upon approval of this Resolution by
23 the Board of Supervisors, this action is immediate and shall be in effect for a three-year period beginning
24 April 1, 2026 through March 31, 2029.

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APPROVED AS TO FORM:
County Counsel

By: *Esen Sainz*
Esen Sainz

Title: Deputy County Counsel

Date: 02/19/2026

2
3 RESOLUTION NO. 2026-039

4 RESOLUTION OF THE BOARD OF SUPERVISORS OF
5 THE COUNTY OF RIVERSIDE APPROVING THE GRANT SUBAWARD AGREEMENT
6 AND AUTHORIZING THE CHIEF EXECUTIVE OFFICER OF RIVERSIDE UNIVERISTY
7 HEALTH SYSTEM MEDICAL CENTER TO EXECUTE SAID AGREEMENT FOR THE
8 CHILD ADVOCACY CENTER PROGRAM

9 ROLL CALL:

10 Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez

11 Nays: None

12 Absent: None

13 Abstain: None

14 The foregoing is certified to be a true copy of a resolution duly adopted by said Board of
15 Supervisors on the date therein set forth.

16
17 KIMBERLY A. RECTOR, Clerk of said Board

18
19 By:  _____

20 Deputy






Pleading Wizard

Final Audit Report

2026-02-20

Created:	2026-02-19
By:	Gilbert Rivera (g.rivera@ruhealth.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAzTnx0WgOhhFObE0V8qT_brtWmNusw3

"Pleading Wizard" History

-  Document created by Gilbert Rivera (g.rivera@ruhealth.org)
2026-02-19 - 11:07:07 PM GMT
-  Document emailed to Esen Sainz (esainz@rivco.org) for signature
2026-02-19 - 11:07:11 PM GMT
-  Email viewed by Esen Sainz (esainz@rivco.org)
2026-02-20 - 0:48:27 AM GMT
-  Document e-signed by Esen Sainz (esainz@rivco.org)
Signature Date: 2026-02-20 - 0:51:15 AM GMT - Time Source: server
-  Agreement completed.
2026-02-20 - 0:51:15 AM GMT



Grant Subaward Certification of Assurance of Compliance Information and Instructions

The Certification of Assurance of Compliance is a binding affirmation that the Subrecipient will comply with the requirements and restrictions outlined in the Subrecipient Handbook, including but not limited to:

- Proof of Authority,
- State and federal civil rights laws,
- Equal Employment Opportunity,
- Drug-Free Workplace,
- California Environmental Quality Act, and
- Lobbying.

The Official Designee (see SRH Section 3.030) and the individual granting that authority (i.e., City/County Financial Officer, City/County Manager, or Governing Board Chair) must sign this form. For State agencies, only the Official Designee must sign this form.

Complete all sections of this form and then submit:

- As part of the Grant Subaward Application,
- With a Grant Subaward Amendment (Cal OES Form 2-213) if a new fund source is being added to the Grant Subaward, (applicable Certification of Assurance of Compliance would be needed), or
- With a Grant Subaward Modification (Cal OES Form 2-223) if the Official Designee or Board Chair changes and the Resolution identifies them by name



Grant Subaward Certification of Assurance of Compliance

Subrecipient: _____

	Cal OES Program Name	Grant Subaward #:	Grant Subaward Performance Period
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I, _____ (Official Designee; same person as Section 15 of the Grant Subaward Face Sheet) hereby certify that the above Subrecipient is responsible for reviewing the Subrecipient Handbook (SRH) and adhering to all of the Grant Subaward requirements as directed by Cal OES including, but not limited to, the following areas:

I. Proof of Authority – SRH 1.055

The Subrecipient certifies they have written authority by the governing board (e.g., County Board of Supervisors, City Council, or Governing Board) granting authority for the Subrecipient/Official Designee (see Section 3.030) to enter into a specific Grant Subaward (indicated by the Cal OES Program name and initial Grant Subaward performance period) and applicable Grant Subaward Amendments with Cal OES. The authorization includes naming of an Official Designee (e.g., Executive Director, District Attorney, Police Chief) for the agency/organization who is granted permission to sign Grant Subaward documents on behalf of the Subrecipient. Written proof of authority includes one of the following: signed Board Resolution or approved Board Meeting minutes.

II. Civil Rights Compliance – SRH Section 2.020

The Subrecipient acknowledges awareness of, and the responsibility to comply with all state and federal civil rights laws. The Subrecipient certifies it will not discriminate in the delivery of services or benefits based on any protected class and will comply with all requirements of this section of the SRH.

III. Equal Employment Opportunity – SRH Section 2.025

The Subrecipient certifies it will promote Equal Employment Opportunity by prohibiting discrimination or harassment in employment because of any status protected by state or federal law and will comply with all requirements of this section of the SRH.



IV. Drug-Free Workplace Act of 1990 – SRH Section 2.030

The Subrecipient certifies it will comply with the Drug-Free Workplace Act of 1990 and all other requirements of this section of the SRH.

V. California Environmental Quality Act (CEQA) – SRH Section 2.035

The Subrecipient certifies that, if the activities of the Grant Subaward meet the definition of a “project” pursuant to the CEQA, Section 20165, it will comply with all requirements of CEQA and this section of the SRH.

VI. Lobbying – SRH Sections 2.040 and 4.105

The Subrecipient certifies it will not use Grant Subaward funds, property, or funded positions for any lobbying activities and will comply with all requirements of this section of the SRH.

All appropriate documentation must be maintained on file by the Subrecipient and available for Cal OES upon request. Failure to comply with these requirements may result in suspension of payments under the Grant Subaward(s), termination of the Grant Subaward(s), and/or ineligibility for future Grant Subawards if Cal OES determines that any of the following has occurred: (1) the Subrecipient has made false certification, or (2) the Subrecipient violated the certification by failing to carry out the requirements as noted above.

CERTIFICATION	
I, the official named below, am the same individual authorized to sign the Grant Subaward [Section 15 on Grant Subaward Face Sheet], and hereby affirm that I am duly authorized legally to bind the Subrecipient to the above-described certification. I am fully aware that this certification, executed on the date, is made under penalty of perjury under the laws of the State of California.	
Official Designee's Signature:	_____
Official Designee's Typed Name:	_____
Official Designee's Title:	_____
Date Executed:	_____
AUTHORIZED BY:	
I grant authority for the Subrecipient/Official Designee to enter into the specific Grant Subaward(s) (indicated by the Cal OES Program name and initial Grant Subaward performance period identified above) and applicable Grant Subaward Amendments with Cal OES.	
<input type="checkbox"/> City Financial Officer	<input type="checkbox"/> County Financial Officer
<input type="checkbox"/> City Manager	<input type="checkbox"/> County Manager
<input type="checkbox"/> Governing Board Chair	
Signature:	_____
Typed Name:	_____
Title:	_____
Date Executed:	_____



FISCAL YEAR 2025-26 CHILD ADVOCACY CENTER (KC) PROGRAM SUPPLEMENTAL

The Provisions of this Program Supplemental provide the programmatic requirements and supersede previous Non-Competitive Funding Opportunities and conflicting administrative and fiscal requirements in the [Subrecipient Handbook \(SRH\)](#). Applicants are strongly encouraged to review the SRH, which outlines the requirements that apply to Cal OES Victim Services Branch Grant Subawards.

A. PREREQUISITES

At the time of the submission of the Grant Subaward Application, Applicants must:

- **Not** have an exclusion record within SAM.gov. An exclusion record within SAM.gov indicates that a contractor (agency) is listed in the federal government-wide system for debarment and suspension. An agency that is debarred or suspended is excluded from activities involving federal financial and nonfinancial assistance and benefits. [Check SAM status](#).
- Be registered with the California Department of Justice's Registry of Charitable Trusts with a "current," "exempt," or "pending" status (applied to non-profit organizations only). [Check non-profit status](#).
- Have a current registration on the IRS Tax Exempt Organization Search website (e.g., must not be on the Auto-Revocation List). If an Applicant is on the Auto-Revocation List, they must provide documentation that substantiates they have been reinstated. [Check IRS Status](#).
- Have an "active" status and "good" standing for both the Secretary of State and Franchise Tax Board on the California Secretary of State website. [Check California Secretary of State status](#).

- Upload the written Proof of Authority by the governing body (e.g., County Board of Supervisors, City Council, or Governing Board) granting authority to the Authorized Agent to enter the Subrecipient into Grant Subaward with Cal OES.

The written authorization must include the name of the Cal OES Program(s) or state "All Cal OES Programs," state the individual(s) (by title) authorized to act as the Authorized Agent (as indicated on the applicable Grant Subaward Contact Information form in GCS). Include the signature of the governing body representative, include the date signed, and state that the Authorized Agent has authority to enter into Grant Subaward (this includes subsequent amendments unless otherwise stated).

To remain eligible for payments of Grant Subaward funds, Subrecipients must maintain the above requirements throughout the Grant Subaward performance period.

B. FUNDING INFORMATION

Funding is contingent upon the availability of funds.

Detailed information on all VS Branch federal fund sources can be found in the [VS Branch Federal Fund Information Guide](#). Applicants are **strongly encouraged** to review this document to familiarize themselves with the requirements for all fund sources that support this Program.

The Program is supported through the following fund(s):

1. Victims of Crime Act (VOCA) Victim Assistance Formula Grant Program (Formula Grant Program)
 - Supports eligible crime victim assistance programs.
 - Requires the use of volunteers. Applicants with a compelling reason for not using volunteers must provide a justification in the Programmatic Narrative.

- Requires a cash and/or in-kind match equal to 20 percent of the total project cost. Applicants may request a partial or full match waiver. To request a match waiver, Applicants must upload the VOCA Match Waiver Request Form in the Grants Central System as part of their application.

2. Victims of Crime General Funds (State General Funds)

- Supplements the VOCA Victim Assistance Formula Grant Program funds.
- There is no match requirement.

C. PROGRAMMATIC INFORMATION

1. Background Information/Program Description

Per [California Penal Code §11166.4 \(2025\)](#), each county may use a Children's Advocacy Center (CAC) to implement a coordinated multidisciplinary response, pursuant to [Section 18961.7](#) of the Welfare and Institutions Code, to investigate reports involving child physical or sexual abuse, exploitation, or maltreatment. A county that utilizes a CAC to coordinate its multidisciplinary team shall require the CAC to meet standards pursuant to California Penal Code §11166.4, part b."

The purpose of the Program is for CACs to provide direct victim services to child abuse victims/survivors and their families through a multidisciplinary team approach. These services must include victim-centered, trauma-informed forensic interviews, advocacy, referral to therapy/counseling, and referrals for medical exams.

2. Programmatic Components

a. Multidisciplinary Team

The Subrecipient must provide direct services for child victims/survivors and their families through a multidisciplinary team

approach. The multidisciplinary team associated with the CAC shall consist of a representative of the CAC and at least one representative from each of the following disciplines: law enforcement, child protective services, district attorney's offices, medical providers, mental health providers, victim advocates, and in the case of an Native American child, a representative from the child's tribe, including, but not limited to, a tribal social worker, tribal social services director, or tribal mental health professional. Members of the multidisciplinary team may fill more than one role, within the scope of their practice, as needed.

b. Designated Child Focused Setting

The Subrecipient must comply with [California Penal Code §11166.4 \(2025\)](#) and provide a dedicated, child-focused setting designed to offer a safe, comfortable, and neutral environment where forensic interviews and other CAC services can be provided to children and families.

c. Direct Services

- The Subrecipient must budget for at least one Full Time Employee (FTE) in urban counties and .5 FTE in suburban and rural counties to perform forensic interviews. Forensic interviews are coordinated to avoid duplication.
- The CAC shall verify that interviews during investigations are conducted in a forensically sound manner and occur in a child-focused setting designed to provide a safe, comfortable, and dedicated place for children and families.
- The Subrecipient must budget for at least one FTE in urban counties and .5 FTE in suburban and rural counties to perform advocacy services. These positions may be family advocates, care coordinators, or child life specialists.

- When appropriate, the Subrecipient must provide case referrals to the district attorney's office and to the Victim Witness (VW) Center for assignment to a VW Advocate for support services.
- The Subrecipient must provide appropriate referrals to local, non-governmental victim services providers for case assignment to a domestic violence advocate, rape crisis counselor, or Court Appointed Special Advocate for support services.

Case Review and Tracking

The CAC must use written protocols for case review procedures and tracking. The CAC must utilize a case tracking system to provide information on essential demographics and case information.

d. Operational Agreements

Operational Agreements (OAs) with the following agencies are required:

- Law Enforcement
- Child Protective Services
- District Attorney's Offices
- Medical Providers (OA only)
- Mental Health Providers

An OA (also referred to as a Memorandum of Understanding) is a formal agreement, without the exchange of money, between a Subrecipient and one or more participating agency/organization. The OA reflects the roles each agency/organization will play in achieving the goals and objectives of the Grant Subaward (*SRH Section 7.005*).

e. Assistance with California Victim Compensation Board Claims

Subrecipients are strongly encouraged to assist victims/survivors with applying for compensation benefits through the California Victim Compensation Board. Activities may include:

- Advising on the availability of such benefits.
- Assisting with application forms and understanding procedures.
- Obtaining necessary documentation to support the claim.
- Monitoring claim status.

Subrecipients are strongly encouraged to allocate funds for tablets or mobile communication devices and cellular service to swiftly facilitate the online application process in the office or in the field.

D. RESTRICTIONS

The following restrictions apply:

- Training costs may not exceed 10% of the Total Project Cost.
- Administrative personnel costs may not exceed 10% of the Total Project Cost.
- Funds may not be used for direct medical services; however, the purchase of medical equipment is allowed.
- Funds may not be used for investigation and/or prosecution.

E. PROGRAM REPORTING REQUIREMENTS

Progress Reports serve as a record for the implementation of the Grant Subaward. Statistics for Progress Reports must be collected quarterly, even when reporting occurs less frequently. The following reports are required:

1. Cal OES Progress Reports

There are two Progress Reports required for the Program. See the chart below for report periods and due dates.

Report	Report Period	Due Date
1st Report	April 1, 2026 – September 30, 2026	October 30, 2026
Final Report	October 1, 2026 – March 31, 2027	April 30, 2027

2. Office for Victims of Crime (OVC) Reports

There are two online OVC Reports that Subrecipients will also need to complete:

a. Subgrant Award Report (SAR)

This online report must be completed by both the Subrecipient and Cal OES within 90 days of the beginning of the Grant Subaward performance period. Cal OES will initiate access, and the Subrecipient will have **60 days to complete** the remainder of the report in the OVC Performance Management Tool (PMT). Once the Subrecipient completes the report, Cal OES will have 30 days to either approve the SAR or work with the Subrecipient on corrections before approving the SAR.

b. Subgrantee Report

Subrecipients receiving VOCA Victim Assistance Formula Grant Program funds must complete this report no later than two weeks following the end of each federal fiscal year quarter. Subrecipients will report data directly into the OVC PMT database no later than the due dates in the table below, unless otherwise instructed by your Grants Analyst.

Report Period	Due Date (on or about)
April 1, 2026 – June 30, 2026	July 14, 2026
July 1, 2026 – September 30, 2026	October 14, 2026
October 1, 2026 – December 31, 2026	January 14, 2027
January 1, 2027 – March 31, 2027	April 14, 2027

* Exact dates will be provided by your Grants Analyst at the end of each quarter.

For technical assistance, issues, or questions regarding the OVC PMT database, please contact the OVC PMT Help Desk at ovcpmt@usdoj.gov or call (844)884-2503.