



REQUEST FOR PROPOSALS INFORMATION GUIDANCE

Financially Assisted Agencies
FY 2019- FY 2021

October 1, 2018 - September 30, 2021

Released: March 1, 2018

Due date: March 30, 2018 11:59:00 p.m. EST

**Palm Beach County Board of County Commissioners
Community Services Department
810 Datura Street, Suite 200
West Palm Beach, Florida 33401
(561) 355-4700**

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READ CAREFULLY AND COMPLY WITH ALL REQUIREMENTS

I. GENERAL INFORMATION

The purpose of this Request for Proposals (RFP) is for the Community Services Department (CSD) to receive proposals from qualifying non-profit organizations to provide services related to the approved Service Categories. Further information can be found in the Palm Beach County Administrative Code Section 305.07 "Payments to Financially Assisted Agencies." The Health and Human Services Element of the *Comprehensive Plan of Palm Beach County* delineates goals and objectives that address the availability of health and human services necessary to protect the health, safety and welfare of its residents. In conjunction with the HHS Element, the Board of County Commissioners adopted Resolution R-2013-1563 which created the Citizens Advisory Committee on Health & Human Services (CAC/HHS). The CAC/HHS through, Resolution R-2013-1563, Section 3.D. Roles & Responsibilities is tasked with making recommendations on an annual basis during the Financially Assisted Agency funding process regarding the service and funding priorities, outcomes and contract requirements. An additional guiding document is "A Report of Health & Human Services in Palm Beach County – Based on Key Community Indicators 2017". You can find these documents at: <http://www.pbcgov.com/communityservices>.

Applicant requirements:

- Organizations will clearly identify how their service/program(s) address the Service Categories and system of care as approved by the Board of County Commissioners.
- All applicants seeking County assistance must be chartered or registered with the Florida Department of State, have been incorporated for at least one agency fiscal year, and have provided services for at least six (6) months.
- All applicant agencies must hold current and valid 501(c) (3) status as determined by the Internal Revenue Service.
- All applicants must demonstrate accountability through the submission of acceptable financial audits performed by an independent auditor.

Contractual insurance requirements if applicants are selected:

Commercial General Liability

The AGENCY agrees to maintain Commercial General Liability at a limit of liability not less than \$500,000 Each Occurrence. Coverage shall not contain any endorsement(s) excluding nor limiting Premises/Operations, Personal Injury, Product/Completed Operations, Contractual Liability, Severability of Interests or Cross Liability. Coverage shall be provided on a primary basis.

Business Automobile Liability

The AGENCY agrees to maintain Business Automobile Liability at a limit of liability not less than \$500,000 Each Occurrence. Coverage shall include liability for Owned, Non-Owned & Hired automobiles. In the event AGENCY does not own automobiles, AGENCY agrees to maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy. Coverage shall be provided on a primary basis.

Worker's Compensation Insurance & Employers Liability

The AGENCY shall maintain Worker's Compensation Insurance & Employers Liability in accordance with Florida Statute Chapter 440. AGENCY shall provide coverage on a primary basis.

Professional Liability

The AGENCY shall agree to maintain Professional Liability, or equivalent Errors & Omissions Liability, at a limit of liability not less than \$1,000,000 Per Occurrence. When a self-insured retention (SIR) or deductible exceeds \$10,000, the County reserves the right, but not the obligation, to review and request a

copy of AGENCY most recent annual report or audited financial statement. For policies written on a “Claims-Made” basis, AGENCY warrants the Retroactive Date equals or precedes the effective date of this contract. In the event the policy is canceled, non-renewed, switched to an Occurrence Form, retroactive date advanced; or any other event triggering the right to purchase a Supplemental Extended Reporting Period (SERP) during the life of this contract, AGENCY shall agree to purchase a SERP with a minimum reporting period not less than two (2) years. The requirement to purchase a SERP shall not relieve AGENCY of the obligation to provide replacement coverage.

Additional Insured

The AGENCY agrees to endorse COUNTY as an Additional Insured with a CG026 Additional Insured or its equivalent – Designated Person or Organization endorsement to the Commercial General Liability. The additional insured shall read “Palm Beach County Board of County Commissioners, a Political Subdivision of the State of Florida, its Officers, Employees and Agents. Coverage shall be provided on a primary basis.

Waiver of Subrogation

The AGENCY agrees by entering into this contract to a Waiver of Subrogation for each required policy herein. When required by the insurer, or should a policy condition not permit AGENCY to enter into an pre-loss agreement to waive subrogation without an endorsement, then AGENCY agrees to notify the insurer and request the policy be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy, which includes a condition specifically prohibiting such an endorsement, or voids coverage should AGENCY enter into such an agreement on a pre-loss basis.

Right to Review

COUNTY reserves the right, but not the obligation, to review and revise any insurance requirement, not limited to limits, coverages and endorsements based on insurance market conditions affecting the availability or affordability of coverage; or changes in the scope of work / specifications affecting the applicability of coverage. Additionally, the COUNTY reserves the right, but not the obligation, to review and reject any insurance policies failing to meet the criteria stated herein or any insurer providing coverage due to its poor financial condition or failure to operating legally.

Umbrella or Excess Liability

The AGENCY may satisfy the minimum liability limits required above for Commercial General Liability and Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum Per Occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest “Each Occurrence” limit for the Commercial General Liability and Business Auto Liability. AGENCY agrees to endorse COUNTY as an “Additional Insured” on the Umbrella or Excess Liability, unless the Certificate of Insurance states the Umbrella or Excess Liability provides coverage on a pure/true “Follow-Form” basis.

Certificate of Insurance

The AGENCY shall, at its sole expense, agree to maintain in full force and effect at all times during the life of this Contract, insurance coverages and limits (including endorsements), as described herein. AGENCY shall agree to provide the COUNTY with at least ten (10) day prior notice of any cancellation, non-renewal or material change to the insurance coverages. The requirements contained herein, as well as COUNTY’S review or acceptance of insurance maintained by AGENCY are not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by AGENCY under the contract. Simultaneously with the AGENCY execution of this Contract, it shall be the responsibility of the AGENCY to provide initial evidence of the following minimum amounts of insurance coverage to:

Palm Beach County
c/o Insurance Tracking Services, Inc. (ITS)
P.O. Box 20270
Long Beach, CA 90801

Subsequently, the AGENCY shall, during the term of this Contract and prior to each renewal thereof, provide such evidence to ITS at pbc@instracking.com or fax (562) 435-2999, which is Palm Beach County's insurance management system, prior to the expiration date of each and every insurance required herein.

II. OFFICIAL NOTICE OF REQUEST FOR PROPOSALS

PALM BEACH COUNTY COMMUNITY SERVICES DEPARTMENT FINANCIALLY ASSISTED AGENCIES FY 2019 - 2021 NOTICE OF REQUEST FOR PROPOSALS

Palm Beach County, Department of Community Services (DCS), will be accepting proposals for the Financially Assisted Agencies program for Fiscal Years 2019 - 2021 (October 1, 2018 – September 30, 2021). Contracts will be issued as a one (1) year contract with two (2), one (1) year renewal periods dependent on BCC allocations each year. Guidelines for proposals will be available on March 1, 2018.

FINANCIALLY ASSISTED AGENCIES FY 2019-2021

Eligible Applicants: Not-for-Profit agencies holding current and valid 501(c) (3) status as determined by the Internal Revenue Service.

Service Categories:

- Homelessness
- Domestic Violence/Sheltering

For a complete description of Service Category eligible activities, please refer to the recommendations for services section.

Proposals and Amount of Funds Requested: All proposals must be category-specific in service categories that are accepting RFPs. Applicants are not limited in the number of proposals submitted. The funding available for this RFP will be determined by the Board of County Commissioners.

Mandatory Bidder's Conference:

There will be a mandatory bidder's conference held on March 7, 2018 for all agencies submitting proposals. Confirmation of attendance must be received no later than March 2nd at 5:00 p.m. Please confirm your reservation and Service Category (ies) that you will be submitting proposals for at the department through **Stessy Cocerez** at scocerez@pbcgov.org. Verification of attendance will be sent via email. Please let Stessy Cocerez know if you do not receive a timely confirmation. Agencies are asked to limit their reservations to three (3) attendees due to space limitations.

MANDATORY BIDDER'S CONFERENCE
Wednesday, March 7, 2018
1:00 p.m.
Mayme Fredericks Building- Conference Room
1440 MLK Boulevard
Riviera Beach, FL 33404

Proposal Guidelines

The RFP Guidance is available at:

<http://www.pbcgov.com/communityservices/programs/financiallyassisted/>

<http://discover.pbcgov.org/BusinessOpportunities/Pages/default.aspx>

Paper copies are available upon request.

All proposals will have to be submitted through the Community Services Financially Assisted Agencies (FAA) RFP Submission website which is located at the following link:

<http://www.cybergrants.com/pbc/rfp2019>

Submission through the website must be completed by **March 30, 2018 at 11:59 PM** in order for a proposal to be considered.

Additional resources and information are available at:

<http://discover.pbcgov.com/communityservices/financiallyassisted/Pages/RFP.aspx>

<http://discover.pbcgov.com/communityservices/Pages/Citizens-Advisory-Committee.aspx>

The FAA RFP Guidance is for reference purposes only, as the proposal must be submitted through the Palm Beach County Financially Assisted Agencies (FAA) RFP Submission website.

DEADLINE DATE: Completed proposals, submitted through the online application website must be completed and received by **11:59 p.m., on March 30, 2018**. Proposals submitted after 11:59 p.m. to the website will not be accepted or reviewed.

Technical Assistance: Any requests for technical assistance must be requested in writing and emailed to CSD-FAARFP@pbcgov.org. All questions and answers will be made available for the public to review at <http://discover.pbcgov.com/communityservices/financiallyassisted/Pages/RFP.aspx>

Staff will not be available to answer questions after 12:00 pm (noon) on March 29, 2018, which is one day before the submission deadline.

IN ACCORDANCE WITH THE PROVISIONS OF THE ADA, THIS AD AND DOCUMENTS LISTED CAN BE REQUESTED IN AN ALTERNATE FORMAT. AUXILIARY AIDS OR SERVICES WILL BE PROVIDED UPON REQUEST WITH AT LEAST THREE DAYS NOTICE (CONTACT CSD AT (561) 355-4718 or *Stessy Cocerez* at scocerez@pbcgov.org).

PUBLISH DATE: February 25, 2018

III. SCHEDULE OF EVENTS

FINANCIALLY ASSISTED AGENCIES FY 2019 Schedule of Events

2018

January 30 & 31:	Conduct public forums as part of the Collective Impact on Homelessness Meetings
February 22:	Citizens Advisory Committee on Health and Human Services (CAC/HHS) information update on RFP process
February:	Memo to BCC updating on RFP process for FY 2019-2021
February 25:	RFP advertised
March 1:	RFP available for public
March 7:	Mandatory Bidder's Conference
March 12-23:	Reviewer Training
March 29 12:00 PM (noon):	Final day to submit written questions
March 30 11:59 PM:	RFP Proposal submission deadline
April 16-18:	Domestic Abuse/Sheltering Review Panel meets to review and score proposals. CSD Administration, 810 Datura Street, Basement Conference Room in West Palm Beach Homelessness Review Panel meets to finalize review and score proposals. CSD Administration, 810 Datura Street, Basement Conference Room in West Palm Beach
April 20 –May 1:	Staff reconciles review panel rankings, funding availability and develops recommended allocations
May:	County Administration reviews FAA recommendations
May 22	Final date to file a Funding Grievance
July:	Presentation of FY 2019 -2021 FAA recommendations to BCC
September/October:	BCC Contract Approval

IV. CRITERIA FOR SERVICE CATEGORIES

Financially Assisted Agencies RFP FY 2019 – FY 2021 Criteria for Service Categories

3-Year Funding Cycle:

The following service categories that will be up for competitive proposals will be issued a one (1) year contract with two (2), one (1) year renewal periods dependent on BCC allocations each year.

1. Homelessness
2. Domestic Violence/Sheltering

V. CONE OF SILENCE

CONE OF SILENCE FINANCIALLY ASSISTED AGENCIES FY 2019

This RFP includes a Cone of Silence. The Cone of Silence will apply from the date the RFP is due back to the department, which is March 30, 2018 until the final FAA allocations are approved by the Board of County Commissioners.

All parties interested in submitting a proposal will be advised of the following:

Lobbying - "Cone of Silence"

Respondents are advised that the "Palm Beach County Lobbyist Registration Ordinance" (Ordinance), a copy of which can be accessed at: http://discover.pbcgov.org/legislativeaffairs/Pages/Lobbying_Regulations.aspx is in effect. The Respondent shall read and familiarize themselves with all of the provisions of said Ordinance, but for convenience, the provisions relating to the Cone of Silence have been summarized here. **"Cone of Silence" means a prohibition on any non-written communication regarding this RFP between any Respondent or Respondent's representative and any County Commissioner or Commissioner's staff any member of a local governing body or the member's staff, a mayor or chief executive officer that is not a member of a local governing body or the mayor or chief executive officer's staff, or any employee authorized to act on behalf of the commission or local governing body to award a contract.** A Respondent's representative shall include but not be limited to the Respondent's employee, partner, officer, director or consultant, lobbyist, or any, actual or potential subcontractor or consultant of the Respondent.

The Cone of Silence is in effect as of the submittal deadline. The provisions of this Ordinance shall not apply to oral communications at any public proceeding, including pre-bid conferences, oral presentations before selection committees, and contract negotiations during any public meeting. The Cone of Silence shall terminate at the time that the BCC awards or approves a contract, rejects all proposals or otherwise takes action, which ends the solicitation process.

VI. PROPOSAL GUIDELINES

FY 2019-21 Financially Assisted Agencies Proposal Guidelines

****START A NEW APPLICATION – DO NOT USE AN OLD ONE****

General Information – complete the “Cover Page” which is in the Addendum section of the Community Services Financially Assisted Agency (FAA) website:

1. Name of Applicant Agency
2. Service Category - identify the service category in which the proposal is being submitted.
3. Program Title
4. Specific Target Population – including number to be served
5. Geographic Area Served
6. Commission Districts Served
7. Program Status (existing or new program)
8. Program Start Date (if a new program)
9. Total Program Budget (program’s total budget during the time period for which you are requesting funding)
10. Amount of Funding Request (how much you are requesting in the proposal)
11. Unit Cost Service Description
12. Unit Cost of Service
13. Identify if agency is currently certified by Nonprofits First or another accreditation entity approved by CSD
14. Overview (**3 sentence overview of the program** – this must be short and concise and will be used to communicate the purpose of programs and services to the Board of County Commissioners and various publications)

Summary

Please submit a proposal:

- Addressing all components of the Community Services FAA website <http://www.cybergrants.com/psc/proposal> . All applicants attending the mandatory bidder’s conference will be approved to access the full proposal. The full proposal can be revised prior to final submission which is due no later than **March 30, 2018 at 11:59 p.m.**
- Written in plain language; a narrative that fully addresses all questions in the FAA RFP Guidelines.
- That is understandable to people unfamiliar with your organization or your area of expertise.
- That specifically addresses the funding priorities set out in this Request for Proposal.

Please refer to the FAA RFP guidance provided throughout the website for further description or definition of any of the required areas. You can reach that assistance through clicking on any of the titles as they appear on the website itself or through this link: <http://www.cybergrants.com/psc/proposal>

Guidelines for Proposals include:

1. Project Narrative (25 pts)

- A. Describe the clients/population that will be served:
 - Homeless Families with Children
 - Homeless Individuals
 - Homeless Youth (Ages 18-24)
 - Victims of Domestic Violence
 - Individuals and/or families at risk of Homelessness (for homeless prevention programs)
- B. List the total number of unduplicated persons that will be served. Specify the number on a monthly and annual basis.
- C. How will your proposed activity coordinate with the Senator Philip D. Lewis Center (Homeless Resource Center)? How has your agency been involved with Coordinated Entry? If your agency has not been involved, please describe your willingness and timeline for participation.
- D. Describe key staff that will be working on your project. The description should include position titles, education and experience required. Including specific staff names is optional
- E. Describe the capacity of your organization. Include the following in your description:
 - Length of time in business
 - Length of time undertaking activity for which funding is being requested
 - Number of full-time, paid administrative and/or fiscal staff
 - Number of full-time, paid programmatic staff
 - Number of active volunteers
- F. Describe how your agency is (or is working to become more) inclusive and equitable, both in terms of internal practices and programming, and in terms of external partnerships and other with community.
- G. What steps has your agency taken or plans to take in order to establish, develop or continue policies, practices, and procedures that increase racial equity in the following areas: Training, hiring and retention, board development, community engagement and partnerships, and other organizational work?
- H. Describe prior or planned efforts to ensure staff receives the following trainings and how they would be incorporated into service delivery:
 - Racial Equity Training
 - Adverse Childhood Experiences Training (ACE's)
 - Cultural Competency Training
 - Trauma Informed Care Training
- I. For Rapid Re- Housing Projects (RRH) and Housing Focused Case Management that supports RRH include the following information:
 - How clients will be selected for service(s)
 - The maximum amount of assistance to be provided per individual/family
 - The maximum period to receive such assistance
 - Types of services to be offered
 - Who will provide the service(s)
 - The process for procuring rental property for clients
 - How the Continuum of Care (CoC) Homeless and Housing Alliance (HHA) RRH standards and Housing Focused Case Management standards have been utilized in establishing/operating the program

- J. For Permanent Supportive Housing (PSH) Projects and Housing Focused Case Management that supports PSH including the following information:
 - How clients will be selected for service(s)
 - Types of services to be offered
 - How the CoC HHA PSH standards and Housing Focused Case Management standards have been utilized in establishing/operating the program
- K. For Homeless Prevention Programs:
 - How clients will be selected for service (s)
 - Types of services to be offered
- L. For Domestic Violence Services please include the following information:
 - How will clients be selected for service(s)
 - How will you ensure the safety of those you are providing services to
 - Types of services to be offered

2. Evaluation Approach (15 pts)

- A. Complete the 2019-21 Financially Assisted Agencies (FAA) Evaluation Plan/Logic Model and upload into the designated section.
 - Ensure outcomes are SMART (specific, measurable, achievable, realistic, time bound).
 - Ensure outcomes are reflective of those stated in the FAA RFP Guidance.
- B. How does your agency use program evaluation and best practice program models to develop and implement the programs that you operate?
- C. What is your agency's overall approach to building these practices into your programs? Please give an example of a change made to an existing program or a time your agency developed a new program based on a best practice or the results of an evaluation.

3. Prior Outcomes and Response to Community Data (10 pts)

- A. Discuss prior outcomes and other relevant data that demonstrates success of the services in this proposal.

For PSH include data that can be supported in CMIS

- The percent of clients that have increased or maintained their income in the last year of the program
- The percent of leavers that exited to Permanent housing
- The percent of returns to homelessness within the last two years

For RRH include data that can be supported in CMIS

- The percent of clients that have increased or maintained their income in the last year of the program
- The percent of leavers that exited to Permanent housing
- The percent of returns to homelessness within the last two years

For Domestic Violence include data that can be supported by your data management system

- The percent of clients that exited to safe, violence free housing from housing programs including the type of program (shelter, transitional housing, rapid rehousing)
- The percent of clients that learned strategies to enhance personal safety

- B. Review the data sources provided that demonstrate a need for services in the category you are applying for. Describe how your proposal will respond to the need demonstrated by the data provided.

4. Data Management (10 points)

- A. **For homelessness category only:** How does your agency ensure quality data collection, data entry, and reporting for homeless services programs in ClientTrack, the Client Management Information

System (CMIS)? If your program is not currently participating in ClientTrack, describe your plan for increasing agency capacity to quickly begin collecting and entering data. **(All agencies awarded FAA funds must participate in CMIS. All clients served with FAA funds must be entered into CMIS. Funding requires that all clients served be entered and exited in CMIS during the applicable fiscal year. Agencies must execute the required partner and user agreements with Palm Beach County and must participate in the data sharing of CMIS on an ongoing basis throughout the term of their FAA contract in order to maintain eligibility for reimbursement. Provisions are in place within CMIS to protect client confidentiality, yet still report statistical data.)**

- B. **For Domestic Violence category only:** How does your agency ensure quality data collection, data entry, and reporting for programs in your data management system.
- C. Provide an example of program changes your agency has made based on data collected. For each example, describe briefly (a) how the problem was identified, (b) what steps your agency took to make the improvement and (c) the measurable impacts of these changes. Examples may come from CMIS as well as other data sources such as participant feedback and staff observations.

5. Partnerships, Resources and Collaboration (20 pts)

- A. Describe how your agency is part of the larger system of care and or housing resources for people experiencing homelessness and/or domestic violence. Give an example of how your agency is connected to other organizations that are or have supported your agency's program participants.
- B. How will your agency work collaboratively to support exits to permanent housing or other services as needed in a seamless, person friendly way? Describe any key, formal partnerships that are jointly designed with other agencies and indicate whether they are formalized through a Memorandum of Understanding (MOU) or subcontract.
- C. How will your organization continue to address this need (or solve this problem) if current funding ends?

6. Budget (20 pts)

- A. Complete proposed program budget using the template provided in the online application. Review the "sample" and "guidelines" tabs provided before completing the template. Ensure the requested fund justifications are complete.
- B. Ensure administration expenses are limited to 15%. The Budget Justification must be thoroughly completed. (Please describe in detail each of the line items requested in the budget. Employee positions should include brief descriptions of their duties in the program). If you are charging an indirect/administrative cost rate then you must remove any other line items related to indirect/administrative expenses. If an indirect cost rate is being requested, an approved cost plan from a cognizant agency must be included.
- C. Total Agency Budget – to be attached to the proposal. The Budget forms that are part of the proposal do not need to be utilized for this budget as it can be in any form, but it should include all agency funding sources as well as expenditures by program.
- D. Ensure FAA requested funding is not more than 25% of the Total Agency Budget.
- E. Submit most recent audit report. If there were findings, describe corrective actions.
- F. Submit Year-End Financial Statements and IRS Form 990. If not submitted explain why.
- G. Submit proposed Unit Cost service description and unit cost of service rate. (Is this an industry standard? If so, please state source)
- H. Ensure both the unit cost service description and cost rate are clear and accurately calculated. Formulas used to arrive at the cost rate should be included.
- I. Is FAA funding being used as match for another funding source? If so please explain.

Priority Area Score

The Review Panel will rank all proposals based on how critical they deem the program is for the system of care. The SCORE awarded to a proposal is reflective of how competitive the proposal is. The RANKING of the proposals is reflective of how imperative and critical the services are to ensure availability and access. Ranking will be based on priorities established through the collective impact meetings on January 30 and 31, 2018.

VII. TERMS AND CONDITIONS

1. **Proposal Guarantee:**

Proposer guarantees their commitment, compliance and adherence to all requirements of the RFP by submission of their proposal.

2. **Modified Proposals:**

Proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal until the Deadline for receipt of proposals. The County will only consider the latest proposal submitted.

3. **Late Proposals, Late Modified Proposals:**

Proposals and/or modifications to proposals submitted after the deadline are late and shall not be considered.

4. **Costs Incurred by Proposers:**

All expenses incurred with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne by the proposer. No payment will be made for proposals received, or for any other effort required of or made by the proposers, prior to commencement of work as defined by a contract approved by the Board of County Commissioners.

5. **Public Record Disclosure:**

Proposers are hereby notified that all information submitted as part of, or in support of, proposals will be available for public inspection in compliance with the Florida Public Records Act.

6. **Palm Beach County Office of the Inspector General Audit Requirements:**

Palm Beach County has established the Office of the Inspector General in Palm Beach County Code 2-421 through 2-440, as may be amended, which is authorized and empowered to review past, present and proposed County contracts, transactions, accounts and records. The Inspector General has the power to subpoena witnesses, administer oaths and require the production of records, and audit, investigate, monitor, and inspect the activities of the AGENCY, its officers, agents, employees, and lobbyists in order to ensure compliance with contract requirements and detect corruption and fraud. Failure to cooperate with the Inspector General or interference or impeding any investigation shall be in violation of Palm Beach County Code 2-421 through 2-440, and punished pursuant to Section 125.69, Florida Statutes, in the same manner as a second degree misdemeanor.

7. **Commencement of Work:**

The County's obligation will commence when the contract is approved by the Board of County Commissioners or their designee and upon written notice to the proposer. The County may set a different starting date for the contract. The County will not be responsible for any work done by the proposer, even work done in good faith, if it occurs prior to the contract start date set by the County.

8. **Non- Discrimination:** The proposer must warrant and represent that all of its employees are treated equally during employment without regard to race, color, religion, disability, sex, age, national origin,

ancestry, marital status, familial status, sexual orientation, gender identity and expression, or genetic information.

VIII. Recommendations for Services: Domestic Violence/Sheltering Palm Beach County

Programs and services in this category should address outcomes and performance measures that demonstrate positive change toward the goal of assisting the victims of domestic violence. Domestic Violence programs can serve victims of intimate partner violence and or stalking. Programs could include: Community-based domestic violence services; promoting public awareness and education which lead to prevention.

Please see the data sources PBC Victim Services Statistics located at www.pbcgov.org/communityservices. Proposals should include strategies and interventions that respond to the data provided.

Funding priorities for the FY 2019-2021 RFP include:

1. ***Emergency Shelter***
2. ***Rapid Re-Housing***
3. ***Education and Prevention programs***

DEFINITIONS:

Domestic violence – means any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment or any criminal offense resulting in physical injury or death of one family or household member by another family or household member.

Family or household member – means spouses, former spouses, persons related by blood or marriage, persons who are presently residing together as if a family or who have resided together in the past as if a family, and persons who are parents of a child in common regardless of whether they have been married. With the exception of persons who have a child in common, the family or household members must be currently residing or have in the past resided together in the same single dwelling unit.

Sources: Online Sunshine – Statutes and Constitution – Title XLII, Domestic Relations
Report of Health & Human Services in Palm Beach County – Based on Key Community Indicators Page 111

Domestic Abuse/Sheltering Performance and Outcome Expectations –

Funded programs are expected to perform in the following ways:

- Provide safe shelter for individuals and families seeking safety while fleeing from domestic violence
- Reduce the occurrence of domestic violence through preventive programs
- Provide a transition from emergency shelter to housing resulting in 80% of clients exiting to safe violence free housing

IX. Recommendations for Services: Homelessness Palm Beach County

In anticipation of the FY 2019 Financially Assisted Agencies (FAA) Request for Proposals (RFP) process, Palm Beach County Community Services staff collaborated with service providers and community partners to gather information about Homelessness needs for the community. The providers and collaborating partners came

together and met on January 30 and 31st, 2018. The community service providers represented a broad scope of services and actively participated in the information-gathering process.

Programs and services in this category should address outcomes and performance measures that demonstrate positive change toward the County's goal of ending homelessness. All efforts should be in support of the following:

- ***Ten-Year Plan to End Homelessness in Palm Beach County***
- ***The Five Year In: An update on the Palm Beach County Ten Year Plan to End Homelessness***
- ***The Palm Beach County Housing Initiative, Leading the Way Home***
- ***Priorities established at the 2018 Collective Impact to End Homelessness session.***

Please see the data sources Point in Time Data and Housing Plan located at www.pbcgov.org/communityservices. Proposals should include strategies and interventions that respond to the data provided.

Funding priorities for the FY 2019-2021 RFP are ranked in order of priority below:

1. ***End Homelessness through Affordable Housing***
Strategy #1 Permanent Supportive Housing
Strategy #2 Rapid Re-Housing

2. ***Housing Focused Case Management***
Strategy #3 Housing Focused Case Management supporting a Permanent Supportive Housing program
Strategy #4 Housing Focused Case Management supporting a Rapid Re-Housing program

3. ***Prevent Homelessness***
Strategy #5 Homeless Prevention – eviction prevention
Strategy #6 Diversion of those at risk of homelessness

Agencies that are awarded funding will be expected to participate in coordinated entry in collaboration with the Continuum of Care Homeless and Housing Alliance. Any agency receiving FAA funding will be expected to adhere to the Standards of Care for their component as adopted by the **Palm Beach County Homeless and Housing Alliance**. Funded agencies must also become a member in good standing of the Homeless and Housing Alliance within the first year of their project. To qualify as a member in good standing organizations must meet the HHA attendance requirements - 60% attendance at the general HHA meetings and 70% attendance at sub-committee meetings as defined in the HHA Bylaws, Article 3, Section 2 found at www.hhapbc.org

DEFINITIONS:

Housing Focused Case Management – A collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's housing and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes.

Permanent Supportive Housing – No time limit, participant has a lease, services are optional, applicant must meet HUD's definition of homeless and member of household must have a disabling condition.

Rapid Re-Housing - An intervention designed to help individuals and families exit homelessness as quickly as possible, return them to permanent housing, and achieve long-term housing stability. Rapid Re-Housing is

offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are tailored to the unique needs of each household. The core components of a Rapid Re-Housing program are housing identification and relocation, short and/or medium term rental assistance, move-in (financial) assistance, case management and housing stabilization services.

Homeless Performance and Outcome Expectations –

Funded programs are expected to perform in the following ways:

- Permanent Supportive Housing should ensure clients increase or maintain their earned income or non-employment cash income
- Rapid Re Housing should ensure that 80% of clients remain permanently housed 1 year of exit from the program
- Case Management should include support services to increase the number of clients served by the program and increase the capacity of the agency to house formerly homeless individuals/families
- Prevention programs should ensure that households avoid seeking or entering emergency shelter and do not request additional housing-related financial assistance during a six-month follow up period
- Homeless Families and Individuals including youth will be served through the acuity/chronicity lists currently managed at the senator Philip D Lewis Center

Grievance Notice

Grievance Notice Form

**Palm Beach County Board of County Commissioners, Community Services Department-
FAA Program**

Grievances may be filed by an entity submitting an RFP (Proposer) that is aggrieved in connection with deviations from the established PROCESS for reviewing proposals and making recommended awards. The amount of recommended awards may not be grieved through this procedure.

If you wish to file a grievance with the Palm Beach County Board of County Commissioners, Financially Assisted Agencies Program, this Grievance Notice Form must be completed, submitted, and received by the Director of the Department of Community Services within seven (7) business days of May 11, 2018. You will receive a written response within fifteen (15) business days of the receipt of this form by the Director of the Department of Community Services. There is no administrative fee associated with filing this grievance.

When completed, submit this Grievance Notice Form via mail or email to:

Mr. James Green, Director
Department of Community Services
810 Datura Street, First Floor
West Palm Beach, Florida 33401
JGreen1@pbcgov.org

Entity Filing Grievance: _____

Which process was allegedly deviated from? _____

Describe in detail the alleged deviation; including how you were directly affected and what remedy you seek (add additional pages as needed):

