

II. FISCAL IMPACT ANALYSIS

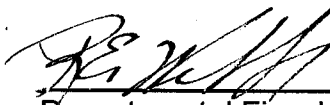
A. Five Year Summary of Fiscal Impact:

Fiscal Years	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>
Capital Expenditures	_____	_____	_____	_____	_____
Operating Costs	_____	_____	<u>45,707</u>	_____	_____
External Revenue	_____	_____	_____	_____	_____
Program Income (County)	_____	_____	_____	_____	_____
In-Kind Match (County)	_____	_____	_____	_____	_____
NET FISCAL IMPACT	\$ _____	_____	<u>45,707</u>	_____	_____

ADDITIONAL FTS
POSITIONS (Cumulative) _____

Is Item Included In ^{2007 Proposed} Current Budget: Yes X No
Budget Account No.: Fund 0001 Dept. 148 Unit 1320 Obj. 3401
Program Code EM11 Program Code: FY07


B. Recommended Sources of Funds/Summary of Fiscal Impact:



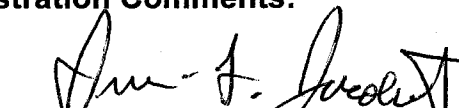
Departmental Fiscal Review:

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Administration Comments:



OFMB 8/23/06



Contract Administration 9/17/06
8/24/06

B. Legal Sufficiency:



Assistant County Attorney 9/8/06

This Contract complies with our
contract review requirements.

C. Other Department Review:

Department Director

This summary is not to be used as a basis for payment.

CONTRACT FOR PROVISION OF FINANCIAL ASSISTANCE

This Contract is made as of the ____ day of _____, 2006, by and between the Board of County Commissioners of Palm Beach County, Florida, hereinafter referred to as the COUNTY, and Center for Information and Crisis Services hereinafter referred to as the AGENCY, a not-for-profit corporation authorized to do business in the State of Florida, whose Federal Tax I.D. is 23-7153017.

Whereas the AGENCY has proposed providing Supportive Services for homeless individuals and families; and

Whereas the AGENCY has agreed to assure access to funded services for COUNTY departments, divisions and/or programs; and to assure that individuals referred from COUNTY departments, divisions and/or programs will receive services on a timely basis;

In consideration of the mutual promises contained herein, the COUNTY and the AGENCY agree as follows:

ARTICLE 1 - SERVICES

The AGENCY agrees to provide services to residents of Palm Beach County as specifically set forth in the Scope of Work detailed in Exhibit "A". The AGENCY also agrees to provide deliverables, including reports, as specified in Schedule of Payments detailed in Exhibit "C." No changes in the scope of work are to be conducted without the written approval of the Palm Beach County Community Services Department (the "DEPARTMENT").

The AGENCY shall coordinate its services with the DEPARTMENT, and shall submit all invoices, reports and records to the DEPARTMENT, as specifically set forth within Article 9.

ARTICLE 2 - SCHEDULE

The AGENCY shall commence services on October 1, 2006 and complete services on September 30, 2007.

ARTICLE 3 - PAYMENTS

The COUNTY shall pay to the AGENCY as reimbursement of the AGENCY's expenses for services rendered, an amount not to exceed Forty-Five Thousand Seven Hundred Seven Dollars (\$45,707) for services provided in FY 2006-2007. The AGENCY will bill the COUNTY on a monthly basis, no later than the 10th of each month, for services performed as provided by Exhibit "A" and expenses actually incurred and paid, up to the amounts set forth in Exhibit "C".

- A. Requests for Payment received from the AGENCY will be reviewed for authenticity and accuracy and approved by the Department. Such documentation shall be

sufficient to establish that the expense was actually incurred and necessary in the performance of the Scope of Work detailed in Exhibit "A."

- B. Payments shall be made periodically in accordance with the Schedule for Payment, Exhibit "C".
- C. The AGENCY is obligated to provide the COUNTY with the properly completed Reimbursement Requests for all funds paid relative to this Contract no later than September 30th, 2007. Any amounts not submitted by September 30th, 2007, shall remain the COUNTY'S and the COUNTY shall have no further obligation with respect to such amounts.
- D. Administrative costs related to the use of COUNTY funds under this contract may not exceed fifteen percent (15%) of the total budget. Administrative costs include all expenses which are reported on IRS Form 990 page 2 under column (C) Management and general and column (D) Fundraising. Total agency administrative costs (the sum IRS Form 990 page 2 columns [C] and [D] will be used to calculate the percentage of agency administrative cost for reporting to the Board of County Commissioners.
- E. All travel authorized for reimbursement must meet the conditions set forth in Section 112.061, Florida Statutes.
- F. Budget changes within approved budget categories can be approved, in writing, by the DEPARTMENT director at his discretion. Such changes may not exceed ten percent (10%) of the total contract amount during the contract period. Requests for budget changes must be submitted in writing by the AGENCY to the DEPARTMENT director. Appropriate documentation of approval of any budget change requests by AGENCY'S Board of Directors must accompany such requests. Budget changes in excess of ten percent (10%) must be approved by the Palm Beach County Board of County Commissioners.
- G. Payment of invoices shall be contingent on timely receipt of all required reports. Any payment due by COUNTY under the terms of this contract shall be withheld until all reports due from the AGENCY and necessary adjustments have been approved by the COUNTY.
- H. COUNTY funding can be used to match grants from non-county sources; however, the grantee cannot submit reimbursement requests for the same expenses to more than one funding source or under more than one COUNTY funded program.

ARTICLE 4 - AVAILABILITY OF FUNDS

The obligations of the COUNTY under this Contract are subject to the availability of funds lawfully appropriated for its purpose by the Board of County Commissioners of Palm Beach County.

ARTICLE 5 - INSURANCE

The AGENCY shall, at its sole expense, maintain in full force and effect at all times during the life of this contract, insurance coverages and limits (including endorsements), as described herein. 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.

- A. Commercial General Liability** The AGENCY shall maintain a Commercial General Liability policy at a limit of liability not less than \$500,000 Each Occurrence. Coverage shall not include a Cross Liability Exclusion. AGENCY shall provide coverage on a primary basis.
- B. Business Automobile Liability** The AGENCY shall maintain a Business Automobile liability policy at a limit of liability not less than \$500,000 Each Occurrence for all owned, non-owned and hired automobiles. If the AGENCY does not own any automobiles, the requirement shall be amended to allow the AGENCY to maintain Hired & Non-Owned Auto Liability only. This amended requirement may be satisfied by way of endorsement to the Commercial General Liability, or separate Business Auto Coverage form. AGENCY shall provide coverage on a primary basis.
- C. Worker's Compensation Insurance & Employers Liability** The AGENCY shall maintain Worker's Compensation Insurance & Employers Liability in accordance with Florida Statute 440. AGENCY shall provide coverage on a primary basis.
- D. Professional Liability** The AGENCY shall maintain Professional Liability, or equivalent Errors & Omissions Liability, at a limit of liability not less than \$500,000 Per Occurrence, \$500,000 Annual Aggregate. 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 the AGENCY'S most recent annual report or audited financial statements in determining whether to reject or accept a higher self-insured retention or deductible based on the AGENCY'S financial condition. For policies written on a "Claims-Made" basis, the AGENCY shall maintain a Retroactive Date prior to or equal to 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 Supplement Extended Reporting Period (SERP) during the life of this Contract, the AGENCY shall purchase a SERP with a minimum reporting period not less than 3 years. The requirement to purchase a SERP does not relieve the AGENCY of the obligation to replace and provide coverage on a continuous basis throughout the life of this Contract. The AGENCY shall be solely responsible for any SIR, deductible, or premium, including any additional premium for a SERP. AGENCY shall provide professional liability coverage on a primary basis.

- E. Additional Insured** The AGENCY shall endorse the COUNTY as an Additional Insured with a CG 2026 Additional Insured-Designated Person or Organization endorsement, or its equivalent, to the Commercial General Liability. The Additional Insured endorsement shall read "Palm Beach County Board of County Commissioners, a Political Subdivision of the State of Florida, its Officers, Employees and Agents, c/o Department of Community Services". The AGENCY shall provide the Additional Insured endorsements coverage on a primary basis.
- F. Right to Review** The COUNTY, by and through its Risk Management Department, in cooperation with the DEPARTMENT, reserves the right to review, modify, reject or accept any required policies of insurance, including limits, coverages, or endorsements, herein from time to time throughout the term of this Contract. Furthermore, the COUNTY reserves the right, but not the obligation, to review and reject any insurer providing coverage because of poor financial condition or failure to operate legally. In such event, County shall provide AGENCY written notice of such adjusted limits, coverages or other action, and AGENCY shall agree to comply within thirty (30) days of receipt thereof and to be responsible for any premium or coverage revisions as a result of any such reasonable adjustment.
- G. Certificate of Insurance** Prior to execution of the Contract by the COUNTY, AGENCY shall deliver Certificate(s) of Insurance to the COUNTY which evidence that all types and amounts of required insurance coverages have been obtained and are in full force and effect. Such Certificate(s) of Insurance shall include a minimum thirty (30) day endeavor to notify due to cancellation or non-renewal of coverage.
- The mailing address for the certificate of insurance is:

**Palm Beach County
c/o Community Services Department
810 Datura Street
West Palm Beach, FL 33401**

ARTICLE 6 - INDEMNIFICATION

The AGENCY shall protect, defend, reimburse, indemnify and hold harmless the COUNTY, its agents, employees and elected officers from and against all claims, liability, expense, loss, cost, damages and/or causes of action, including attorney's fees and costs, arising during and as a result of performance of the terms of this contract or due to the acts or omissions of the AGENCY. The AGENCY also shall not use funds made available pursuant to this contract for the purpose of initiating or pursuing litigation against the COUNTY.

ARTICLE 7 - WARRANTIES

The AGENCY represents and warrants that it has and will continue to maintain all licenses and approvals required to conduct its business, and that it will at all times conduct its

business activities in a reputable manner. Proof of such licenses and approvals shall be submitted to the COUNTY's representative upon request.

The AGENCY further warrants that all services shall be performed by skilled and competent personnel. All direct service staff will meet the Department of Children and Families - Alcohol, Drug Abuse and Mental Health (DCF-ADM) professional qualification requirements for licensure. Any changes or substitutions in the AGENCY'S key personnel must be made known to the COUNTY'S representative, prior to the execution of the contract, and written approval granted by the COUNTY'S representative before said changes or substitutions can become effective.

The AGENCY further represents that it has, or will secure at its own expenses, all necessary personnel required to perform the services under this Contract, and that they shall be fully qualified and, if required, authorized, permitted and/or licensed under State and local law to perform such services. Such personnel shall not be employees of or have any contractual relationship with the COUNTY.

The AGENCY represents that it presently has no interest and shall acquire no interest, either direct or indirect, which would conflict in any manner with the performance of services required under this contract, as provided for in Chapter 112, Part III, Florida Statutes. The AGENCY further represents that no person having any such conflict of interest shall be employed for said performance of services.

The AGENCY represents and warrants that it is governed by a Board, or other appropriate body, whose members have no monetary conflict of interest. Further, the members must also serve the AGENCY without compensation, and the composition of the governing body must reasonably reflect Palm Beach County and/or client demographics.

ARTICLE 8 - NONDISCRIMINATION

The AGENCY warrants and represents that all of its employees, and participants in the programs it serves are treated equally during employment and/or services without regard to race, color, religion, sex, age, disability, marital status, sexual orientation, national origin or ancestry.

ARTICLE 9 - AGENCY'S PROGRAMMATIC REQUIREMENTS

The AGENCY agrees to specific programmatic requirements, including but not limited to, the following:

- A.** Maintain books, records, documents, and other evidence which sufficiently and properly reflects all costs of any nature expended in the performance of this Contract, in accordance with generally accepted accounting principles.
- B.** Maintain records in accordance with the Public Records Law, Chapter 119, Florida Statutes.

- C. No private or confidential data collected, maintained or used during the course of the contract period shall be disseminated except as authorized by statute during the contract period or thereafter.
- D. Reimburse funds to COUNTY that are deemed misused or misspent.
- E. Submit Monthly Billing documents as detailed in Exhibits "D" and "E".
- F. **For all Agencies receiving county funds to provide homeless and shelter related services:** Provider agrees to be a partner agency in the community's Client Management Information System. Provider agrees to execute the necessary Partner and User Agreements and shall fully comply with the terms and conditions as set forth in these documents.

Copies of the required COUNTY forms have been supplied to the AGENCY as attachments to this contract.

ARTICLE 10 - ACCESS AND AUDIT REQUIREMENTS

The AGENCY shall maintain adequate records to justify all charges, expenses and costs incurred in estimating and performing the work for at least seven (7) years after completion of this contract, or until any resolution of any audit findings and/or recommendations. The COUNTY shall have access to such books, records, and documents as required in this section for the purpose of inspection or audit during normal business hours, at the AGENCY's place of business.

The AGENCY shall provide the COUNTY with an annual financial audit report which meets the requirements of Sections 11.45 and 216.349, Fla. Stat., and Chapter 10.550 and 10.600, Rules of the Auditor General, and, to the extent applicable, the Single Audit Act of 1984, 31 U.S.C. ss. 7501-7507, OMB Circulars A-128 or A-133 for the purposes of auditing and monitoring the funds awarded under this contract.

- A. The annual financial audit report shall include all management letters and the AGENCY's response to all findings, including corrective actions to be taken.
- B. The annual financial audit report shall include a schedule of financial assistance specifically identifying all contracts, agreements and grant revenue by sponsoring agency and contract/agreement/grant number.
- C. The complete financial audit report, including all items specified herein, shall be sent directly to:

**Community Services Department
Attn: Division of Human Services Grant Coordinator
Palm Beach County
810 Datura Street
West Palm Beach, Florida 33401**

- D. The AGENCY shall have all audits completed by an independent certified public accountant who shall either be a certified public accountant or a public accountant licensed under Chapter 473, Fla. Stat. The accountant shall state that the audit complied with the applicable provisions noted above.
- E. The audit is due within nine (9) months after the end of the AGENCY's fiscal year.

ARTICLE 11 - DRUG-FREE WORKPLACE

The AGENCY shall implement and maintain a drug-free workplace program of at least the following items:

- A. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- B. Inform employees about the dangers of drug abuse in the workplace, the AGENCY'S policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- C. Give each employee engaged in providing the services that are under contract a copy of the statement specified in number (1).
- D. In the statement specified in number (1), notify the employees that, as a condition of working on the contract services, the employee will abide by the terms of the statement and will notify the AGENCY of any conviction of, or plea of guilty nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction or plea.
- E. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted or so pleads.
- F. Make a good faith effort to continue to maintain a drug-free workplace through implementation Section 287.087, Florida Statutes.

ARTICLE 12 - PUBLIC ENTITY CRIME

As provided in F.S. 287.132-133, by entering into this contract or performing any work in furtherance hereof, the AGENCY certifies that it, its affiliates, suppliers, subcontractors and consultants who will perform hereunder, have not been placed on the convicted vendor list maintained by the State of Florida Department of Management Services within the 36

months immediately preceding the date hereof. This notice is required by F.S. 287.133(3)(a).

ARTICLE 13 - INDEPENDENT CONTRACTOR RELATIONSHIP

The AGENCY is, and shall be, in the performance of all work services and activities under this contract, an Independent Contractor, and not an employee, agent or servant of the COUNTY. All persons engaged in any of the work or services performed pursuant to this contract shall at all times, and in all places, be subject to the AGENCY's sole direction, supervision and control. The AGENCY shall exercise control over the means and manner in which it and its employees perform the work, and in all respects the AGENCY's relationship and the relationship of its employees to the COUNTY shall be that of an Independent Contractor and not as employees or agents of the COUNTY.

The AGENCY does not have the power or authority to bind the COUNTY in any promise, agreement or representation. Further, the AGENCY shall not pledge the COUNTY's credit or make it a guarantor of payment or surety for any contract, debt, obligation, judgment, lien, or any form of indebtedness.

Article 14 - SUBCONTRACTING

The COUNTY reserves the right to accept the use of a subcontractor or to reject the selection of a particular subcontractor and to inspect all facilities of any subcontractors in order to make a determination as to the capability of the subcontractor to perform properly under this Contract. The AGENCY is encouraged to seek additional minority and women business enterprises for participation in subcontracting opportunities.

If a subcontractor fails to perform or make progress, as required by this Contract, and it is necessary to replace the subcontractor to complete the work in a timely fashion, the AGENCY shall promptly do so, subject to acceptance of the new subcontractor by the COUNTY.

ARTICLE 15 - EXCUSABLE DELAYS

The AGENCY shall not be considered in default by reason of failure in performance if such failure arises out of causes reasonably beyond the control of the AGENCY or its subcontractors and without their fault or negligence. Such causes include, but are not limited to, acts of God, force majeure, natural or public health emergencies, labor disputes, freight embargoes and abnormally severe and unusual weather conditions.

Upon the AGENCY's request, the COUNTY shall consider the facts and extent of any failures to perform the work and, if the AGENCY's failure to perform was without it or its subcontractors fault or negligence, the contract schedule and/or any other affected provisions of this contract shall be revised accordingly, subject to the COUNTY's rights to change, terminate or stop any or all of the work at any time.

ARTICLE 16 - TERMINATION

This contract may be canceled by the AGENCY upon sixty (60) days' prior written notice to the COUNTY's representative in the event of substantial failure by the COUNTY to perform in accordance with the terms of this contract through no fault of the AGENCY. It may also be terminated, in whole or part, by the COUNTY, with or without cause, immediate upon written notice to the AGENCY. Unless the AGENCY is in breach of this contract, the AGENCY shall be paid for services rendered to the COUNTY's satisfaction through the date of termination. After receipt of a Termination Notice and except as otherwise directed by the COUNTY, the AGENCY shall:

- A. Stop work on the date and to the extent specified.
- B. Terminate and settle all orders and subcontracts relating to the performance of terminated work.
- C. Transfer all work in process, completed work, and other materials related to the terminated work to the COUNTY. Transfer pertinent client records and refer clients receiving services to another agency funded by COUNTY, as approved by the COUNTY, in order to ensure continuity of care.
- D. Continue and complete all parts of the work that have not been terminated.
- E. Submit an invoice for final payment on the terminated portion of the contract within thirty (30) days of the termination date.

ARTICLE 17 - NOTICES

All notices required in this Contract shall be sent by, and if sent to the COUNTY shall be mailed to:

Claudia Tuck, Director
Division of Human Services
810 Datura Street, Suite 350
West Palm Beach, Florida 33401

and if sent to the AGENCY shall be mailed to:

Susan Buza, Executive Director
The Center For Information and Crisis Services
P. O. Box 3588
Lantana, Florida 33465-3588

ARTICLE 18 - ENTIRETY OF CONTRACTUAL AGREEMENT

The AGENCY agrees that the Scope of Work has been developed from the AGENCY'S funding application and that the COUNTY expects performance by the AGENCY in accordance with such application. In the event of a conflict between the application and this Contract (including Exhibits "A" and "B"), this Contract shall control.

The COUNTY and the AGENCY both further agree that this Contract sets forth the entire agreement between the parties, and that there are no promises or understandings other than those stated herein. None of the provisions, terms and conditions contained in this Contract may be added to, modified, superseded or otherwise altered, except by written instrument executed by the parties hereto.

IN WITNESS WHEREOF, the Board of County Commissioners of Palm Beach County, Florida has made and executed this Contract on behalf of the COUNTY and AGENCY has hereunto set his/her hand the day and year above written.

ATTEST:

**SHARON R. BOCK, Clerk and
Comptroller**

**PALM BEACH COUNTY, FLORIDA, a
Political Subdivision of the State of
Florida**

BOARD OF COUNTY COMMISSIONERS

BY: _____
Deputy Clerk

BY: _____
Tony Masilotti, Chairman

WITNESS:


Signature

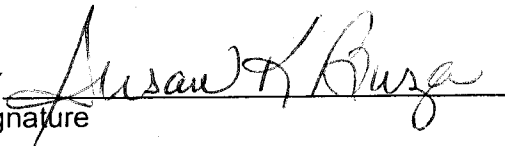
Mindy Gonzalez
Name Typed

23-7153017
Agency's Federal ID Number

AGENCY:

The Center For Information and Crisis
Services

Agency's Name Typed

BY 
Signature

Susan Buza
Agency's Signatory Name Typed

Executive Director
Agency's Signatory Title Typed

**APPROVED AS TO FORM AND
LEGAL SUFFICIENCY**

Assistant County Attorney

APPROVED AS TO TERMS AND CONDITIONS
Department of Community Services

By: 
Edward L. Rich, Director

Exhibit A

SCOPE OF WORK

DESCRIPTION OF SUPPORTIVE SERVICES WITH THE CENTER FOR INFORMATION AND CRISIS SERVICES

Palm Beach County Continuum of Care Collaborative (CoC) was developed to increase the effectiveness of service delivery to homeless individuals and families in order for them to gain or regain economic independence. To meet this goal, an initial entry point into the Continuum of Care is needed. Thus, 211 as the Homeless Helpline will provide this central point of contact into the homeless service delivery system. Also, data collection can begin at this entry point and can reduce the need for clients to repeat basic information as they move through the Continuum. An additional benefit will be to identify those calls where homelessness is not an issue and make the appropriate referrals to community agencies.

Attached is the Supportive Services Proposal submitted by The Center for Information and Crisis Services (The Center) (**Exhibit B**).

The Center agrees on a 24 hour basis, 365 days a year to assist homeless individuals and families in need by:

- ▶ screening for eligibility
- ▶ providing information and referrals
- ▶ scheduling appointments for the Homeless Outreach Teams
- ▶ completing data collection
- ▶ providing community education
- ▶ obtaining input from homeless individuals toward service improvement

Each component includes but is not limited to the following:

A. Screening:

1. Determine if caller meets HUD's definition of homelessness and/or chronic homelessness
2. Determine if there are any outstanding warrants. If yes, advise warrant check will be made
3. Determine location of individual at time of call (zip code at the minimum)
4. Determine Individual or Family
5. Determine Veteran Status
6. Determine if caller is being referred from a Psychiatric Facility or Hospital because of medication needs over the weekend. **No** appointments are to be scheduled from these facilities on a **Friday**.
7. Determine if caller is involved in a domestic dispute and refer to appropriate services.
8. Determine source of referral
9. Determine caller's ability to perform activities of daily living such as feed, bath, ambulate and take their own medications.

10. Determine caller's ability and willingness to work
11. Determine willingness to submit to drug screening.
12. Determine appropriateness of call for homeless services. For example, if the caller is an older adult or disabled adult who has been put out of his/her residence and is unable to complete activities of daily living (despite meeting definition of homelessness), caller should be referred to Abuse Registry for Adult Protective Services as the most appropriate service alternative.

B. Information:

1. Refer to appropriate agency when caller does not meet HUD's definition of homelessness.
2. Refer any caller unable to perform Activities of Daily Living to Department of Children and Families, Adult Economic Services for ALF placement if caller receives benefits; and to Division of Human Services Assisted Living Facility Program if there are no benefits.
3. Refer any caller with an outstanding warrant to appropriate court system. Advise if accept appointment with HOT, a warrant check will be completed and law enforcement will be notified of caller's appointment date, time and location.
4. Refer callers involved in domestic dispute to appropriate resources.
5. Refer homeless families to appropriate homeless shelters.
6. Inform all callers a drug screen will be required for those scheduled for a HOT appointment

C. Schedule Appointments for Homeless Outreach Teams for single Homeless Individuals:

1. Schedule individuals meeting HUD's definition of homelessness with Homeless Outreach Team. For callers located in the North, schedule at 1150 45th Street W.P.B and those located in the South at 1250 Southwinds Drive Lantana. For those callers who are unable to reach either of those offices, schedule one of the HOT's to pick up the caller first thing in the AM at a designated location to be transported to closest office. (Dividing line is Forest Hill)
2. Schedule **NO** appointments on **Friday** if caller or referral source is located at a Psychiatric Facility or Hospital.
3. Schedule **NO** appointments if a caller is **unable to meet** his/her own Activities of Daily Living.
4. Schedule appointments according to Division of Human Services Recidivism Policy. See Attachment A.

D. Data Collection:

1. Collect basic data identified in Agency Partnership Agreement.
2. Collect unduplicated data monthly.

E. Community Education:

1. Educate community service providers of the availability of the Homeless Helpline by calling 211.
2. Educate the public about the availability of the Homeless Helpline and Homeless Services in conjunction with other related community education.
3. Maintain communication and coordination with members of CoC through quarterly meetings.

F. Community Input

211 will participate in or convene focus groups of consumers of homeless related services toward obtaining input regarding their experiences related to 211 services as a quality assurance measure. Based on the input, 211's Homeless Helpline service will take corrective action whenever appropriate and possible.

PROJECT DELIVERABLES:

1. Submit daily a schedule of appointments to Homeless Outreach Services Program Office by no later than 3PM the day prior to appointments.
2. Submit reports regarding demographics and volume as requested by Grant Coordinator.

PROJECT OUTCOME MEASURES:

1. No more than 8% of the scheduled appointments will result in an individual being determined ineligible.
2. No more than 5% of the individuals scheduled will subsequently be determined ineligible due to an inability or willingness to work.
3. No more than 3 complaint calls per quarter will be received by the Division of Human Services Administration regarding Helpline accessibility and responsiveness.

MONITORING / REPORTING:

A monthly desk audit will be completed by the County to determine programmatic and fiscal compliance.

Monitoring through direct observation of the intake and screening process, including a review of the Client Management Information System input will be completed by the County annually.

BILLINGS / PAYMENTS:

By the tenth of each month, the provider must submit (**Exhibit D**) listing the individual appointments scheduled by a unique identification number times the unit rate of service based on \$28.64 per appointment along with (**Exhibit E**) certifying the information.

All invoice billings for services relative to this agreement must be submitted to Human Services by September 30, 2007.

**THE CENTER FOR INFORMATION & CRISIS SERVICES, INC.
(211 PALM BEACH/TREASURE COAST)**

STATEMENT OF WORK

BACKGROUND

The Center for Information & Crisis Services, Inc. (211 Palm Beach/Treasure Coast), a private non-profit agency which has been in operation since 1971, has as its mission **to assist people in need by providing information, referral, crisis intervention and community education**. The Center operates a 24 hour per day/365 day per year telephone helpline/hotline service, responding to over 100,000 callers during the 2002 calendar year, providing an average of 612 hours of service availability each week.

Services provided center on the following four levels:

- **Information:** Limited response to a request for non-complex information
- **Referral:** Detailed response to an expressed need for a community service. This may involve needs assessment and evaluation of appropriate resources. In addition to the agency name, telephone number and address, the program description, eligibility criteria and application process may be explained. Generally, in order to allow for caller choice, information is given on three service providers, when appropriate and available.
- **Referral and Linkage:** Active linkage to the needed service, upon caller request or upon affirmative response by the caller when linkage is offered.
- **Referral, Linkage and Advocacy:** Assistance in accessing services or in locating alternative resources when there is a lack of capacity to "navigate the system of services" for any variety of reasons or when services are unavailable or inadequately being met.

In addition to the above listed levels of information and referral services, The Center for Information & Crisis Services provides crisis intervention and counseling services via the telephone utilizing active listening and non-directive counseling techniques. These skills and services often come into use in the delivery of the above outlined levels of information and referral services.

In support of the agency's role, The Center collects and maintains information on available health and human services within the county and makes this information available over the telephone; via the Internet; on disk; and through three hard copy directories. Currently, there are over 2,000 agencies and 5,400 programs in the continuously updated database. In addition, The Center has an extensive training program required of all paid and volunteer staff who have client/customer contact.

Most recently, The Center has been designated as the system administrator for the internet based client information collection and sharing system, using ServicePoint software and called the Client Management Information System (CMIS). This effort is an upgrade and expansion of the DOS based Client Service Network which has been administered by United Way and served this

function over the past ten years. The Center's call center I&R staff have been trained in the use of this system and are full system users.

ACTIVITIES

The Center for Information & Crisis Services, Inc agrees to provide all levels of service as outlined earlier to callers who are homeless or at risk of homelessness. The I&R Specialists will provide a screening of the caller's situation to determine the breadth of service needs. The Center's comprehensive database will be utilized to refer clients to appropriate services that are in a position to address and ameliorate the caller's homeless condition. Further The Center's I&R Specialists will utilize active listening skills to assure the caller that his/her issues and feelings are really being heard and understood by someone who cares and that this is a resource that can be called upon any time for any issue.

In support of the Homeless Outreach Team of the Palm Beach County Human Services Division, The Center's I&R staff will be available 24 hours per day 365 days per year to receive calls from individuals who are homeless or at risk of homelessness and for those individuals who are screened and found to be appropriate for services via the Homeless Outreach Team an appointment will be set with the Team. Necessary information, as prescribed by the Human Services Division, will be collected and input into the Client Management Information System (CMIS) which the staff of the Homeless Outreach Team can access, thereby beginning the initial client record and avoiding duplication of data provision by the caller and data collection by the Team member. In addition, the CMIS will be accessed by The Center's I&R staff to review the caller's past experience with the system of care and serve to further substantiate the caller's appropriateness for the services of the Homeless Outreach Team.

A scheduling module is being proposed to be added to the CMIS and as a result the scheduled appointments for the next and future business days will be available to the appropriate Homeless Outreach Team as prescribed via this internet based system..

All I&R paid and volunteer staff receive ongoing training in relation to the protocols required by Palm Beach County Human Services Division and will have access to the calender in order to accomplish scheduling of those callers who are appropriate.

The Center's 2-1-1, easy to remember three digit dialing code, is marketed in the community as "the number" to call if you are homeless or at risk of homelessness and wish to access services. The existing 1-800 Homeless Hotline number will continue as another access number to the helpline. Marketing will be determined by the staff of Palm Beach County Human Services Division, based on available resources.

INTENDED RESULTS

- It is intended that individuals who are homeless or at risk of homelessness will:
- have access to quality, comprehensive information and referral services 24 hours per day 365 days per year;
- receive support and assessment;
- obtain information and referral services;

- be efficiently scheduled to meet with the Homeless Outreach Team, as appropriate;
- have necessary demographic information collected via the CMIS; and
- have their appointment time and date provided to the Homeless Outreach Team.

Further, in this role The Center will serve as one of the major collectors of data on needs both met and unmet of individuals in Palm Beach County who are homeless or at risk of homelessness.

REPORTING

The Center will collect appropriate client demographic data on all callers accessing 2-1-1 who are homeless or at risk of homelessness, as we do with all populations we serve. Monthly reports including the following actual elements will be provided on:

- Number of calls screened for scheduling
- Number of appointments scheduled

FY 2006-2007

THE CENTER FOR INFORMATION & CRISIS SERVICES

2-1-1 Homeless Help-Line Service

Budget

Service:

Screening and Scheduling of Appointments to Homeless Outreach Program Office

Unit of Service

An appointment scheduled

Total Units to be Provided during the Contract Period:	1,596
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Cost per Unit:	\$28.64
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<u>Total Cost:</u>	<u>\$45,707</u>
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Center for Information & Crisis Services/211

SCHEDULE OF PAYMENT

CLIENT NAME	UNIQUE IDENTIFICATION NUMBER	DATE OF CALL	DATE OF APPOINTMENT SCHEDULED

TOTAL UNITS OF SERVICE

YEAR TO DATE

COST OF UNITS X \$28.64

\$

YEAR TO DATE COSTS

\$

Date_____

AMOUNT OF REIMBURSEMENT REQUEST: \$_____

FOR MONTH OF: _____

I hereby certify that by personal examination of the records of this Provider that these expenses, as supported by the attached statements, were made on behalf of this provider for the purposes specified in its approved request for County funding. Refer to Palm Beach County Board of County Commissioner Document # _____.

_____(Signature)
Director

This 'Cover Sheet' should be prepared on your organization's official letterhead stationery. Your letterhead should include your organization's telephone number and must be signed by your Director.

ACORD™ CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 7/24/2006	
PRODUCER Acordia West Palm Beach 501 South Flagler Drive, Suite 600 West Palm Beach, FL 33401-5914		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
		INSURERS AFFORDING COVERAGE	NAIC #
INSURED Center for Information & Crisis Services 415 Gator Drive P O Box 3588 Lantana, FL 33465		INSURER A: Auto-Owners Insurance Co	
		INSURER B: Star Insurance Company	
		INSURER C: Landmark Insurance Company	
		INSURER D:	
		INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	GENERAL LIABILITY	2066841906	5/13/2006	5/13/2007	EACH OCCURRENCE	\$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 50,000
	<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person)	\$ 5,000
					PERSONAL & ADV INJURY	\$ 1,000,000
					GENERAL AGGREGATE	\$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:				PRODUCTS - COMP/OP AGG	\$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					
A	AUTOMOBILE LIABILITY	2066841906	5/13/2006	5/13/2007	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
	<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per person)	\$
	<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident)	\$
	<input type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident)	\$
	<input checked="" type="checkbox"/> HIRED AUTOS					
<input checked="" type="checkbox"/> NON-OWNED AUTOS						
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT	\$
	<input type="checkbox"/> ANY AUTO				OTHER THAN EA ACC	\$
					AUTO ONLY: AGG	\$
	EXCESS/UMBRELLA LIABILITY				EACH OCCURRENCE	\$
	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE	\$
						\$
	DEDUCTIBLE					\$
	RETENTION \$					\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	WC0252662	1/1/2006	1/1/2007	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER	
	E.L. EACH ACCIDENT				\$ 100,000	
	E.L. DISEASE - EA EMPLOYEE				\$ 100,000	
	E.L. DISEASE - POLICY LIMIT				\$ 500,000	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below					
C	OTHER Professional Liability	LHM710143	7/1/2006	7/1/2007	Per Claim/Aggregate	\$500,000,\$1,500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

Certificate Holder is listed as Additional Insured only with respect to General Liability arising from negligence by the named insured

Subject: FY2006-2007 Contract with Palm Beach County.

CERTIFICATE HOLDER	CANCELLATION
Palm Beach County Board of County Commissioners Jeffrey A. Ferraro, MPA Contract/ Grants Div. of Human Services 810 Datura Street West Palm Beach, FL 33401-	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.
	AUTHORIZED REPRESENTATIVE 