



**II. FISCAL IMPACT ANALYSIS**

**A. Five Year Summary of Fiscal Impact**

Fiscal Years	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Capital Expenditures					
Operating Costs	\$42,000				
External Revenues	(3,000)				
Program Income (County)					
In-Kind Match (County)					
<b>Net Fiscal Impact</b>	<u>\$39,000</u>				

**# ADDITIONAL FTE**

<b>POSITIONS (Cumulative)</b>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
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Is Item Included In Current Budget? Yes X No \_\_\_\_\_

Budget Account Exp No: Fund 0001 Department 660 Unit 3270 Object 3401  
 Fund 1426 Department 662 Unit 3230 Object 3401  
 Rev No: Fund 1426 Department 662 Unit 3230 Rev. Source 3429

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

Fund/Unit: General Fund/Victim Services  
 Amount: \$39,000

Fund/Unit: Public Safety Grants/ Sexual Violence Grant  
 Amount: \$3,000

Total: \$42,000

Departmental Fiscal Review: Stephanie Sepinoha 11/20/13

**III. REVIEW COMMENTS**

**A. OFMB Fiscal and/or Contract Dev. and Control Comments:**

Susan Neary 11/25/13  
 OFMB 11/22 and 11/25/13

Dr. J. Jacobson 12/5/13  
 Contract Administration  
 12-5-13 Buchelder

**B. Legal Sufficiency:**

Andrew E. Edley 12/5/13  
 Assistant County Attorney

**C. Other Department Review:**

\_\_\_\_\_  
 Department Director

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

**CONTRACT FOR EMERGENCY CRISIS PHONE COUNSELING SERVICES BETWEEN  
PALM BEACH COUNTY AND 211 PALM BEACH/TREASURE COAST, INC**

This Contract is made as of the 20<sup>th</sup> day of November, 2013, by and between Palm Beach County, a Political Subdivision of the State of Florida, by and through its Board of Commissioners, hereinafter referred to as the COUNTY, and 211 Palm Beach/Treasure Coast, Inc., a non-profit agency authorized to do business in the State of Florida, hereinafter referred to as the AGENCY, whose Federal I.D. is 23-715-3017.

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

**ARTICLE 1 - SERVICES**

The AGENCY'S responsibility under this Contract is to provide 24-hour emergency crisis phone counseling services through the Violent Crime Rape Crisis Hotline, as more specifically set forth in the Scope of Work detailed in Exhibit "A".

The COUNTY'S representative/liaison during the performance of this Contract shall be Nicole Bishop, Director of Victim Services, telephone number 561-355-1723.

The AGENCY'S representative/liaison during the performance of this Contract shall be Susan K. Buza, Executive Director, telephone number 561-533-1099.

**ARTICLE 2 - SCHEDULE**

The AGENCY shall commence services on October 1, 2013, and complete services on September 30, 2014. The parties agree that the AGENCY will be entitled to payment for services rendered beginning October 1, 2013, notwithstanding the date the contract is signed by the Board of County Commissioners

Reports and other items shall be delivered or completed in accordance with the detailed schedule set forth in Exhibit "A."

**ARTICLE 3 - PAYMENTS TO AGENCY**

- A. The total amount to be paid by the COUNTY under this Contract for all services rendered shall not exceed a total contract amount of FOURTY-TWO THOUSAND DOLLARS (\$42,000.00). The AGENCY shall notify the COUNTY's representative in writing when 90% of the "not to exceed amount" has been reached per fiscal year. The AGENCY will bill the COUNTY on a monthly basis, or as otherwise provided, at the amounts set forth in Exhibit "B" for services rendered toward the completion of the Scope of Work.
- B. Invoices received from the AGENCY pursuant to this Contract will be reviewed and approved by the COUNTY's representative, or representative designee, to verify that services have been rendered in conformity with the Contract. Approved invoices will then

be sent to the Finance Department for payment. Invoices will normally be paid within thirty (30) days following the COUNTY representative's approval.

- C. 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.
- D. Out-of-pocket expenses are not included in this contract and will not be paid by the COUNTY.
- E. Final Invoice: In order for both parties herein to close their books and records, the AGENCY will clearly state "final invoice" on the AGENCY'S final/last billing to the COUNTY. This shall constitute AGENCY'S certification that all services have been properly performed and all charges and costs have been invoiced to Palm Beach County. Any other charges not properly included on this final invoice are waived by the AGENCY.

#### **ARTICLE 4 - TRUTH-IN-NEGOTIATION CERTIFICATE**

Signature of this Contract by the AGENCY shall also act as the execution of a truth-in-negotiation certificate certifying that the wage rates, over-head charges, and other costs used to determine the compensation provided for in this Contract are accurate, complete and current as of the date of the Contract and no higher than those charged the AGENCY'S most favored customer for the same or substantially similar service.

The said rates and costs shall be adjusted to exclude any significant sums should the COUNTY determine that the rates and costs were increased due to inaccurate, incomplete or noncurrent wage rates or due to inaccurate representations of fees paid to outside AGENCYs. The COUNTY shall exercise its rights under this Article 4 within three (3) years following final payment.

#### **ARTICLE 5 - TERMINATION**

This Contract may be terminated 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 in part, by the COUNTY, with or without cause, immediately 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 stop work on the date and to the extent specified.

#### **ARTICLE 6 - PERSONNEL**

The AGENCY represents that it has, or will secure at its own expense, all necessary personnel required to perform the services under this Contract. Such personnel shall not be employees of or have any contractual relationship with the COUNTY.

All of the services required hereinunder shall be performed by the AGENCY or under its

supervision, and all personnel engaged in performing the services shall be fully qualified and, if required, authorized or permitted under state and local law to perform such services.

Any changes or substitutions in the AGENCY'S key personnel, as may be listed in Exhibit "A", must be made known to the COUNTY'S representative and written approval must be granted by the COUNTY'S representative before said change or substitution can become effective.

The AGENCY warrants that all services shall be performed by skilled and competent personnel to the highest professional standards in the field.

All of the AGENCY'S personnel (and all Subcontractors), while on County premises, will comply with all COUNTY requirements governing conduct, safety and security.

#### **ARTICLE 7 - SUBCONTRACTING**

The COUNTY does not allow subcontracting by the AGENCY for services under this contract.

#### **ARTICLE 8 - FEDERAL AND STATE TAX**

The COUNTY is exempt from payment of Florida State Sales and Use Taxes. The COUNTY will sign an exemption certificate submitted by the AGENCY. The AGENCY shall not be exempted from paying sales tax to its suppliers for materials used to fulfill contractual obligations with the COUNTY, nor is the AGENCY authorized to use the COUNTY'S Tax Exemption Number in securing such materials.

The AGENCY shall be responsible for payment of its own and its share of its employees' payroll, payroll taxes, and benefits with respect to this contract.

#### **ARTICLE 9 - AVAILABILITY OF FUNDS**

The COUNTY'S performance and obligation to pay under this contract for subsequent fiscal years are contingent upon annual appropriations for its purpose by the Board of County Commissioners.

#### **ARTICLE 10 - INSURANCE**

- A. 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.

- B. **Commercial General Liability** AGENCY shall maintain Commercial General Liability at a limit of liability not less than \$500,000 Each Occurrence. Coverage shall not contain any endorsement excluding Contractual Liability or Cross Liability unless granted in writing by County's Risk Management Department. AGENCY shall provide this coverage on a primary basis.
- C. **Business Automobile Liability** AGENCY shall maintain Business Automobile Liability at a limit of liability not less than \$500,000 Each Accident for all owned, non-owned and hired automobiles. In the event AGENCY doesn't own any automobiles, the Business Auto Liability requirement shall be amended allowing AGENCY to agree to maintain only Hired & Non-Owned Auto Liability. This amended requirement may be satisfied by way of endorsement to the Commercial General Liability, or separate Business Auto coverage form. AGENCY shall provide this coverage on a primary basis.
- D. **Worker's Compensation Insurance & Employers Liability** AGENCY shall maintain Worker's Compensation & Employers Liability in accordance with Florida Statute Chapter 440. AGENCY shall provide this coverage on a primary basis.
- E. **Professional Liability** AGENCY shall maintain Professional Liability or equivalent Errors & Omissions Liability at a limit of liability not less than \$1,000,000 Each Claim. When a self-insured retention (SIR) or deductible exceeds \$10,000, COUNTY reserves the right, but not the obligation, to review and request a copy of AGENCY'S most recent annual report or audited financial statement. For policies written on a "Claims-Made" basis, AGENCY shall maintain a Retroactive Date prior to or equal to the effective date of this Contract. The Certificate of Insurance providing evidence of the purchase of this coverage shall clearly indicate whether coverage is provided on an "occurrence" or "claims - made" form. If coverage is provided on a "claims - made" form the Certificate of Insurance must also clearly indicate the "retroactive date" of coverage. 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, AGENCY shall purchase a SERP with a minimum reporting period not less than 3 years. AGENCY shall provide this coverage on a primary basis.
- Additional Insured** 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." AGENCY shall provide the Additional Insured endorsements coverage on a primary basis.
- F. **Waiver of Subrogation** AGENCY hereby waives any and all rights of Subrogation against the County, its officers, employees and agents for each required policy. When required by the insurer, or should a policy condition not permit an insured to enter into a pre-loss agreement to waive subrogation without an endorsement to the policy, then AGENCY shall agree 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 specifically prohibits such an endorsement, or which voids coverage should AGENCY enter into such an agreement on a pre-loss basis.

- G. **Certificate(s) of Insurance** Prior to execution of this Contract, AGENCY shall deliver to the COUNTY'S representative as identified in Article 26, a Certificate(s) of Insurance evidencing that all types and amounts of insurance coverages required by this Contract have been obtained and are in full force and effect. Such Certificate(s) of Insurance shall include a minimum ten (10) day endeavor to notify due to cancellation or non-renewal of coverage. The certificate of insurance shall be issued to

Palm Beach County  
c/o Public Safety Department  
Director of Finance and Administrative Services  
20 S. Military Trail  
West Palm Beach, FL 33415

- H. **Umbrella or Excess Liability** If necessary, AGENCY may satisfy the minimum limits required above for either Commercial General Liability, Business Auto Liability, and Employer's Liability coverage under Umbrella or Excess Liability. The Umbrella or Excess Liability shall have an Aggregate limit not less than the highest "Each Occurrence" limit for either Commercial General Liability, Business Auto Liability, or Employer's Liability. The COUNTY shall be specifically endorsed as an "Additional Insured" on the Umbrella or Excess Liability, unless the Certificate of Insurance notes the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.
- I. **Right to Review** COUNTY, by and through its Risk Management Department, in cooperation with the contracting/monitoring 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. COUNTY reserves the right, but not the obligation, to review and reject any insurer providing coverage because of its poor financial condition or failure to operate legally.

#### **ARTICLE 11 - INDEMNIFICATION**

AGENCY shall protect, defend, reimburse, indemnify and hold COUNTY, its agents, employees and elected officers harmless from and against all claims, liability, expense, loss, cost, damages or causes of action of every kind or character, including attorney's fees and costs, whether at trial or appellate levels or otherwise, arising during and as a result of their performance of the terms of this Contract or due to the acts or omissions of AGENCY.

#### **ARTICLE 12 - SUCCESSORS AND ASSIGNS**

The COUNTY and the AGENCY each binds itself and its partners, successors, executors, administrators and assigns to the other party and to the partners, successors, executors, administrators and assigns of such other party, in respect to all covenants of this Contract. Except as above, neither the COUNTY nor the AGENCY shall assign, sublet, convey or transfer its interest in this Contract without the prior written consent of the other.

**ARTICLE 13 - REMEDIES**

This Contract shall be governed by the laws of the State of Florida. Any legal action necessary to enforce the Contract will be held in Palm Beach County. No remedy herein conferred upon any party is intended to be exclusive of any other remedy, and each and every such remedy shall be cumulative and shall be in addition to every other remedy given hereunder or now or hereafter existing at law or in equity, by statute or otherwise. No single or partial exercise by any party of any right, power, or remedy hereunder shall preclude any other or further exercise thereof.

No provision of this Contract is intended to, or shall be construed to, create any third party beneficiary or to provide any rights to any person or entity not a party to this Contract, including but not limited to any citizen or employees of the COUNTY and/or AGENCY.

**ARTICLE 14 - CONFLICT OF INTEREST**

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 hereunder, as provided for in Chapter 112, Part III, Florida Statutes, and the Palm Beach County Code of Ethics. The AGENCY further represents that no person having any such conflict of interest shall be employed for said performance of services.

The AGENCY shall promptly notify the COUNTY's representative, in writing, by certified mail, of all potential conflicts of interest of any prospective business association, interest or other circumstance which may influence or appear to influence the AGENCY'S judgement or quality of services being provided hereunder. Such written notification shall identify the prospective business association, interest or circumstance, the nature of work that the AGENCY may undertake and request an opinion of the COUNTY as to whether the association, interest or circumstance would, in the opinion of the COUNTY, constitute a conflict of interest if entered into by the AGENCY. The COUNTY agrees to notify the AGENCY of its opinion by certified mail within thirty (30) days of receipt of notification by the AGENCY. If, in the opinion of the COUNTY, the prospective business association, interest or circumstance would not constitute a conflict of interest by the AGENCY, the COUNTY shall so state in the notification and the AGENCY shall, at its option, enter into said association, interest or circumstance and it shall be deemed not in conflict of interest with respect to services provided to the COUNTY by the AGENCY under the terms of this Contract.

**ARTICLE 15 - ARREARS**

The AGENCY shall not pledge the COUNTY'S credit or make it a guarantor of payment or surety for any contract, debt, obligation, judgement, lien, or any form of indebtedness. The AGENCY further warrants and represents that it has no obligation or indebtedness that would impair its ability to fulfill the terms of this Contract.

**ARTICLE 16 - DISCLOSURE AND OWNERSHIP OF DOCUMENTS**

The AGENCY shall deliver to the COUNTY's representative for approval and acceptance, and before being eligible for final payment of any amounts due, all documents and materials prepared by and for the COUNTY under this Contract.



To the extent allowed by Chapter 119, Florida Statutes, all written and oral information not in the public domain or not previously known, and all information and data obtained, developed, or supplied by the COUNTY or at its expense will be kept confidential by the AGENCY and will not be disclosed to any other party, directly or indirectly, without the COUNTY'S prior written consent unless required by a lawful court order. All drawings, maps, sketches, programs, data base, reports and other data developed, or purchased, under this Contract for or at the COUNTY'S expense shall be and remain the COUNTY'S property and may be reproduced and reused at the discretion of the COUNTY.

All covenants, agreements, representations and warranties made herein, or otherwise made in writing by any party pursuant hereto, including but not limited to any representations made herein relating to disclosure or ownership of documents, shall survive the execution and delivery of this Contract and the consummation of the transactions contemplated hereby.

Notwithstanding any other provision in this Contract, all documents, records, reports and any other materials produced hereunder shall be subject to disclosure, inspection and audit, pursuant to the Palm Beach County Office of the Inspector General, Palm Beach County Code, Sections 2-421 - 2-440, as amended.

#### **ARTICLE 17 - 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.

#### **ARTICLE 18 - CONTINGENT FEES**

The AGENCY warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the AGENCY to solicit or secure this Contract and that it has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the AGENCY, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of this Contract.

#### **ARTICLE 19 - ACCESS AND AUDITS**

The AGENCY shall maintain adequate records to justify all charges, expenses, and costs incurred in estimating and performing the work for at least three (3) years after completion or termination of this Contract. 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.

Palm Beach County has established the Office of the Inspector General in Palm Beach County Code, Section 2-421 - 2-440, as may be amended. The Inspector General's authority includes but is not limited to the power to review past, present and proposed County contracts, transactions, accounts and records, to require the production of records, and to 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 interfering with or impeding any investigation shall be in violation of Palm Beach County Code, Section 2-421 - 2-440, and punished pursuant to Section 125.69, Florida Statutes, in the same manner as a second degree misdemeanor.

#### **ARTICLE 20 - NONDISCRIMINATION**

The AGENCY warrants and represents 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.

#### **ARTICLE 21 - AUTHORITY TO PRACTICE**

The AGENCY hereby 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.

#### **ARTICLE 22 - SEVERABILITY**

If any term or provision of this Contract, or the application thereof to any person or circumstances shall, to any extent, be held invalid or unenforceable, the remainder of this Contract, or the application of such terms or provision, to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected, and every other term and provision of this Contract shall be deemed valid and enforceable to the extent permitted by law.

#### **ARTICLE 23 - PUBLIC ENTITY CRIMES**

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 AGENCYs 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 24 - MODIFICATIONS OF WORK**

The COUNTY reserves the right to make changes in Scope of Work, including alterations, reductions therein or additions thereto. Upon receipt by the AGENCY of the COUNTY'S notification of a contemplated change, the AGENCY shall, in writing: (1) provide a detailed estimate for the increase or decrease in cost due to the contemplated change, (2) notify the COUNTY of any estimated change in the completion date, and (3) advise the COUNTY if the contemplated change shall affect the AGENCY'S ability to meet the completion dates or schedules of this Contract.

If the COUNTY so instructs in writing, the AGENCY shall suspend work on that portion of the Scope of Work affected by a contemplated change, pending the COUNTY'S decision to proceed with the change.

If the COUNTY elects to make the change, the COUNTY shall initiate a Contract Amendment and the AGENCY shall not commence work on any such change until such written amendment is signed by the AGENCY and approved and executed on behalf of Palm Beach County.

**ARTICLE 25 - NOTICE**

All notices required in this Contract shall be sent by certified mail, return receipt requested, hand delivery or other delivery service requiring signed acceptance. If sent to the COUNTY, notices shall be addressed to:

Nicole Bishop, Director of Victim Services  
205 N. Dixie Hwy, Room 5.1000  
West Palm Beach, FL 33401

With copy to:

Palm Beach County Attorney's Office  
301 North Olive Ave., Suite 601  
West Palm Beach, Florida 33401

If sent to the AGENCY, notices shall be addressed to:

\_\_\_\_\_  
Susan Buza, Executive Director  
211 Palm Beach/Treasure Coast, Inc.  
P.O. Box 3588  
Lantana, FL 33465

**ARTICLE 26 - ENTIRETY OF CONTRACTUAL AGREEMENT**

The COUNTY and the AGENCY 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 accordance with Article 25- Modifications of Work.

**ARTICLE 27 - REGULATIONS; LICENSING REQUIREMENTS**

The AGENCY shall comply with all laws, ordinances and regulations applicable to the services contemplated herein, to include those applicable to conflict of interest and collusion. AGENCY is presumed to be familiar with all federal, state and local laws, ordinances, codes and regulations that may in any way affect the services offered.

**THE REMAINDER OF THE PAGE INTENTIONALLY LEFT BLANK**

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 its hand the day and year above written.

211 PALM BEACH/TREASURE  
COAST, INC.

By:

  
Susan K. Buza  
Executive Director

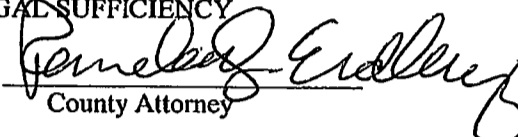
PALM BEACH COUNTY  
BOARD OF COUNTY COMMISSIONERS:

By:

  
Vincent J. Bonvento  
Director of Public Safety


APPROVED AS TO FORM AND  
LEGAL SUFFICIENCY

By:

  
County Attorney

APPROVED AS TO TERMS AND  
CONDITIONS

By:

  
Nicole Bishop  
Director of Victim Services

**SCOPE OF WORK/SERVICES**

**Victim Services Rape Crisis Violent Crime Hotline**

211 Palm Beach/Treasure Coast shall provide immediate telephone rape crisis/violent crime intervention services twenty-four (24) hours per day, seven (7) days per week on (866) 891-7273 (RAPE) and (561) 833-7273 (RAPE), the rape crisis/violent crime hotlines.

211 Palm Beach/Treasure Coast will work together with Palm Beach County's Division of Emergency Management and provide the residents of Palm Beach County with simplified resident access to information during community emergencies through the use of 211, improved centralized rumor control, and improved effectiveness of information management and distribution via the use of trained 211 hotline staff.

**211 Palm Beach/Treasure Coast Responsibilities:**

During the following specific time periods, 211 Palm Beach/Treasure Coast fully trained sexual violence hotline staff and/or volunteers shall answer the (866) 891-7273 (RAPE) or (561) 833-7273 (RAPE) hotlines, 24 hours a day, 7 days a week including County holidays. The hotline staff shall always answer the phone line by saying "Rape Crisis Violent Crime Hotline, how may I help you?"

If the call is from a victim or a surviving family member, the hotline staff shall utilize active listening skills to:

- Establish rapport
- Ensure Safety only if you feel it is an immediate issue-may not be appropriate for some calls, especially if a delayed sexual assault
- Identify the Problem
- Reflect feelings
- Explore Alternatives, Provide Referrals
- Demonstrate professional knowledge of issues related to sexual assault
- Provide information about available services and resources:
- If the caller is a victim of sexual assault and is need of a forensic exam, advise caller that an advocate from Victim Services Rape Crisis Center will meet them at **The Butterfly House**, the forensic exam site at Wellington Regional Medical Center (WRMC) or nearest hospital for medical care.
- Inform caller that the rape crisis hotline is available 24/7 and encourage person to call back if needed.

If the call is from a victim already connected with Victim Services and it is not a crisis call, the hotline staff shall take the client information for the 211 call report and provide the client with the appropriate Victim Services office number. If unable to determine which office, provide client with the central office number, 355-2418. If the victim is in crisis, regardless of the time of day, the hotline staff shall assess the crisis, provide crisis intervention, and fax the VS Client Intake Form,

incorporated herein as Attachment 3, to the appropriate office according to office boundaries incorporated herein as Attachment 1. If unable to determine which office, fax to the central office, (561) 355-2757, for follow-up.

Any hotline staff answering the hotline shall complete 30 hours of Florida Council Against Sexual Violence Advocacy Core Training within 30 days of starting to provide the services as well as a minimum of four (4) hours of on-the-job training and a minimum of six (6) hours of ongoing sexual violence training to be completed annually. Incorporated into this training will be hotline scenarios that will prepare staff for the FCASV monitoring reports.

All hotline staff shall be familiar with the dynamics of sexual violence, relevant community resources and crisis intervention techniques and have an understanding of how medical, legal and social services respond to victims of sexual violence.

All hotline staff shall be supervised by a staff person, who has completed the required training and has at least one year of relevant experience.

All hotline staff shall document each intake into the 211 Database and on the VS intake sheet, Attachment 3. The intake sheet will be faxed to the appropriate office according to office boundaries or to the central office, fax number (561) 355-2757, each day by 9:00 a.m.

211 Palm Beach/Treasure Coast shall provide Victim Services with a monthly call report no later than the 5<sup>th</sup> of each month that documents all calls received, specifically identifying services provided and, if a sexual assault, providing the type of sexual assault call, category 1,2,3 or 4 incorporated herein as Attachment 2, section 10.

**SCHEDULE OF PAYMENTS**

**Service/Program:** Victim Services Violent Crime Rape Crisis Hotline

**Contract Period:** October 1, 2013 through September 30, 2014

The total budget for this Contract is not to exceed \$42,000.

The AGENCY shall request payment on a monthly basis at a fixed price through submission of a completed invoice. The monthly call report shall be submitted no later than the 5<sup>th</sup> of the month following the month for which reimbursement of services is requested.

**Monthly Invoice Calculation Formula:**

$$\frac{\text{Annual Contract Budget}}{12}$$

**Monthly Invoice Amount:** \$3,500.00



**SERVICE REFERRALS**

**Victim Services Office Boundaries for Client Referrals and  
Crisis Field Response during Business Hours**

**Regular Business Hours: 8:00 a.m. to 5:00 p.m.**

<p><b>SOUTH OFFICE: (561) 274-1500 ☎</b> South side of Lantana Road to Southern Palm Beach County Line</p> <p><b>CENTRAL OFFICE: (561) 355-2418 ☎</b> North side of Lantana Road to South side of 45<sup>th</sup> Street &amp; South of Orange Blvd. to 20 Mile Bend</p> <p><b>GLADES OFFICE: (561) 996-4871 ☎</b> All of Belle Glade, Pahokee, and South Bay</p> <p><b>NORTH OFFICE: (561) 625-2568 ☎</b> North of 45<sup>th</sup> Street to Northern Palm Beach County line &amp; North side of Orange Blvd to Northern end of County</p>
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➔ **After hours 5:00 p.m. to 8:00 a.m., weekends and holidays: Refer to monthly schedule**

**Victim Service's Staff Contact Numbers:** Staff personal numbers should not be distributed to the public. The main office numbers (mentioned above) are the only numbers to be provided in any given scenario.

**FAX PHONE NUMBERS ☎**

**Victim Services Offices**

Office	Fax Number	Boundaries
South	(561) 274-1511	Southern end of County to South side of Lantana Road
Central	(561) 355-2757	North side of Lantana Road, to South of 45 <sup>th</sup>
		South side of Orange Blvd. to 20 Mile Bend
Belle Glade	(561) 992-1204	All of Belle Glade, Pahokee, and South Bay
North	(561) 845-4424	North of 45 <sup>th</sup> Street to Tequesta
		North side Orange Blvd to 20 Mile Bend Northern end of County



**Palm Beach County Victim Services  
Rape Crisis Violent Crime Hotline**

**Procedures for Palm Beach 211  
Certified Hotline Advocates**

***Each call into the 833-7273 hotline is answered by a certified rape crisis counselor who has completed the 30 hour FCASV ACT training, 4 hours on-the-job training, and 6 hours annually of on-going sexual violence training.***

1. Answer the hotline within three rings: *"Rape Crisis Violent Crime Hotline, how may I help you?"*
2. Do not transfer call to another number, nor place caller on hold, nor ask to be called back unless the situation is an exceptional emergency that is clearly explained to the caller who gives permission.
3. If caller is law enforcement or hospital requesting the assistance of a victim advocate
  - *During business hours, refer to attached office boundary guidelines and contact the appropriate office*
  - *After hours, weekends, holidays, please use the following procedures:*
    - ✓ Obtain the caller's name, summary of situation and best call back number.
    - ✓ Remind caller regarding a sexual assault that ***The Butterfly House*** is now available for forensic exams and audio/video interviews.
    - ✓ Refer to the daily "crisis field response" schedule. If shift advocate is scheduled, call work number first and then cell. If backup or duty supervisor is needed, first call cell number.
    - ✓ If no answer, leave a message stating you are trying to reach the person and will try their home.
    - ✓ If no response **within 10 minutes**, call the duty supervisor immediately and provide information about the caller's request.

***Please note: Provide general office telephone numbers to any caller but do not provide any caller with the Advocate or Duty Supervisors' personal contact numbers***

4. If caller is from PBSO stating they have a **Level One Domestic Violence Case**, follow procedures in #3.
5. If caller is from PBSO stating they have a **Level Two Domestic Violence Case**, advise the Deputy to call their Domestic Assault Hotline, 688-4179, for assistance

and/or to leave victim contact information for their PBSO Advocates. If the Deputy requests your assistance in making the call or speaking with the victim, please do so.

**In order to meet the FCASV monitoring criteria, the following is a guideline for hotline staff to use when answering sexual assault related calls.**

6. If caller is a victim or calling on behalf of the victim, utilize the following crisis intervention guidelines and allow caller to talk. Use your active listening skills:
  - a) Establish rapport – relationship building begins with "hello, how can I help you?" and lasts throughout the call. Set the stage for effective crisis intervention. Don't interrupt or rush the caller. Maintain focus. Use open-ended questions to better understand their needs.
  - b) Ensure Safety only if you feel it is an immediate issue - may not be appropriate for some calls, **ESPECIALLY IF DELAYED SEXUAL ASSAULT.**
  - c) Identify the Problem - A good assessment will prepare for better options. Make at least one statement that reflects reason for call. Gain a deeper understanding "You're going through so much. What would you say is your biggest concern today?" Ask for accuracy. "Have I understood you? Did I get that right? Did I forget anything?" Demonstrate cultural awareness/sensitivity to the caller's unique needs.
  - d) Reflect feelings - use a response lead such as "right now you feel..." "sounds like you are feeling..." Professionally identify the caller's feelings (sad, ashamed, worried).
  - e) Explore Alternatives, Provide Referrals - Avoid giving advice or I&R that doesn't reflect what caller wants. Identify caller's strengths and support system that contribute to options: "What have you done in the past when you felt like this?" Generate more than one option. Summarize the options discussed.
  - f) Safety: Listen to caller before exploring safety. Take time to assess safety and ask questions if you are concerned. Handle safety issues appropriately.
  - g) Demonstrate professional knowledge of issues related to sexual assault: Identify the effects and reactions to sexual assault; validate caller's personal experience; avoid judgment, shock or disapproval.
  - h) Provide information about available services and resources: reporting, medical help, and assistance with emotional impact. Tailor referrals to caller's need.
  - i) Inform caller that the rape crisis hotline is available 24/7 and encourage person to call back if needed.
7. Do not fill out the intake/report form line by line over the telephone while someone is in crisis.

8. Try to address the immediate needs of the caller. Encourage them to call back if additional information is needed. If you are not able to answer critical questions or have concerns about the victim and it is after regular business hours, contact the **shift advocate according to the after-hours schedule**. If problems, contact the duty supervisor.
9. Complete all information on the call record and place in Rene's mail box. He will fax to the information to the appropriate office according to the caller's residence. The QA Coordinator will be his back-up.
10. If caller is requesting to meet with an advocate on the next business day, provide the caller with the appropriate Victim Services Office where caller resides. If unsure which office, provide them with Central's number, 561-355-2418 and select number 3.

***Please note: Advocates will meet with victims at a law enforcement agency, The Butterfly House or hospital. They will not go to a home or crime scene without law enforcement's request and presence.***

#### Additional Information

- In your 211 Iris call record, indicate which need was addressed (crisis intervention, advocate dispatched, call report faxed, information and referral).
- Identify which category of call. Sexual assault related calls are 1-3.  
Caller is:
  1. New, current or past victim OR guardian calling on behalf of a 12-17 year old.
  2. Parent, spouse, friend, significant other
  3. Sexual Assault call from other agencies or coordinating services
  4. Calls not related to Sexual Assault such as domestics, homicides etc.
- The monthly after hours schedule will be emailed to the 211 call center for posting. The responsible VS staff is Carol Messam-Gordon at 625-2568 or cell 389-9153.
- Last minute schedule changes will be called into the 211 Supervisors' number, 383-1143, by Carol or the Victim Services Duty Supervisor.
- Any shift problems will be reported to the Duty Supervisor.
- Any procedural/staff problems, report to your QA Coordinator who will in turn discuss with Victim Services' Lead Manager, Holly DiBenedetto.

#### **PBC Victim Services website:**

**<http://www.pbcgov.com/publicsafety/victimservices/>**

**Domestic Violence Shelter Numbers:**

**YWCA Harmony House: 561-640-9844; 1-800-973-9922**

**AVDA: 1-800-355-8547**

**Florida Resource Center for Women and Children: 561-848-8383**



## PALM BEACH COUNTY VICTIM SERVICES CLIENT INTAKE FORM

*\*\*please write in blue ink only\*\**

Date:							
Victim's Name:				DOB:			
Previous Names/Maiden Name:							
<i>If you're seeking services on behalf of someone else please indicate your relationship to victim:</i>							
<i>Your name:</i>				<i>Your DOB:</i>			
Address:						Apt:	
City:		State:		Zip:			
<b>PHONE - Please provide us with "safe" telephone numbers only</b>							
Permanent:	( )	Home:	( )	Work:	( )	Cell:	( )
If someone referred you to our office, please list their name and/or agency; also indicate if you are receiving assistance:							
<i>Please circle "Y" yes / "N" no for the following 4 questions:</i>							
Yes	No	Have you ever been arrested?					
Yes	No	Do you have any active restraining orders against you?					
Yes	No	Do you have a pending Dept. of Children and Families (DCF) case?					
Yes	No	Do you currently receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) benefits for a disability?					
How may we help you today?							
<i>If help is needed filling out the information below, your assigned Advocate will be more than happy to assist you.</i>							
<b>CRIME:</b>	Type:			Date:			Location:
Suspect's Name:		DOB:		Race:		Sex:	
Suspect's Address:							
Police Dept ( if contacted):					Case #		
Officer's Name:					Phone Number:		
Hospital (if visited):					Doctor:		

**\*\*Office use only\*\***

Advocate:		Office:	
Advocate Sending Fax:		To:	
Application Case Number:			
Narrative:			