

**PALM BEACH COUNTY  
BOARD OF COUNTY COMMISSIONERS  
AGENDA ITEM SUMMARY**

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<b>Meeting Date: November 22, 2016</b>	<input checked="" type="checkbox"/> <b>Consent</b>	<input type="checkbox"/> <b>Regular</b>
	<input type="checkbox"/> <b>Ordinance</b>	<input type="checkbox"/> <b>Public Hearing</b>

**Department:** Department of Public Safety  
**Submitted By:** Department of Public Safety  
**Submitted For:** Division of Victim Services

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**I. EXECUTIVE BRIEF**

**Motion and Title:** Staff recommends motion to receive and file: the executed contract for emergency crisis phone counseling services with 211 Palm Beach/Treasure Coast, Inc. in an amount not to exceed \$50,000 for the period October 1, 2016 through September 30, 2017. The contract will automatically renew, providing that funding is available, for increments of one (1) year terms through September 30, 2021.

**Summary:** 211 Palm Beach/Treasure Coast, Inc. provides immediate telephone sexual assault crisis intervention services twenty-four (24) hour per day, seven (7) days per week through the Violent Crime Sexual Assault Helpline. \$3,600 from the Florida Council against Sexual Violence Rape Crisis Program grant will be used to off-set the cost of the sexual assault helpline. R2011-0937 authorized the County Administrator or designee to exercise the option to renew future agreements provided that funding is available and the County Attorney signs for legal sufficiency. Countywide (LDC)

**Background and Justification:** The Division of Victim Services is the certified rape crisis center for Palm Beach County. Since 2010, 211 Palm Beach/Treasure Coast, Inc. has worked with the Division of Victim Services to provide immediate telephone sexual assault crisis/violent crime intervention services for the sexual assault crisis helpline, (866) 891-7273 (RAPE) and (561) 833-7273 (RAPE), to ensure that victims have access to sexual assault crisis services twenty-four (24) hours per day, seven (7) days per week. From July 1, 2015 through June 30, 2016, the helpline received and processed more than 3,000 calls.

- Attachments:**
- 1) Contract for Emergency Crisis Phone Counseling Services with 211 Palm Beach/Treasure Coast

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<b>Recommended by:</b>	<u>Stephanie Seinohe</u>	<u>10/19/16</u>
	<b>Department Director</b>	<b>Date</b>

<b>Approved By:</b>	<u>[Signature]</u>	<u>11-7-16</u>
	<b>Deputy County Administrator</b>	<b>Date</b>

## II. FISCAL IMPACT ANALYSIS

### A. Five Year Summary of Fiscal Impact

Fiscal Years	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Capital Expenditures					
Operating Costs	50,000				
External Revenues	(3,600)				
Program Income (County)					
In-Kind Match (County)					
Net Fiscal Impact	46,400				

### # ADDITIONAL FTE

POSITIONS (Cumulative)      0      0      0      0      0

Is Item Included In Current Budget?    Yes   X      No       

Budget Account Exp No: Fund 0001/1426 Department 660/662 Unit 3270/3230  
Object 3401

Rev No: Fund 1426 Department 662 Unit 3230 RevSc 3429

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

Grant: FCASV (Sexual Assault) Program

Fund: 1426 – Public Safety Grant Fund

0001 – General Fund

Unit: 3230 – Sexual Assault Violence Grant – RCP

3270 – Victim Services- Advocacy

Departmental Fiscal Review: \_\_\_\_\_

*[Signature]*  
11/16/14

## III. REVIEW COMMENTS

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

*[Signature]*  
OFMB 10/28

*[Signature]* 11/3/16  
Contract Administration

### B. Legal Sufficiency:

*[Signature]* 11/4/14  
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**

This Contract is made as of the 14<sup>th</sup> day of September, 2016, 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 ) authorized to do business in the State of Florida, hereinafter referred to as the CONSULTANT (including, but not limited to, entity, vendor, contractor), whose Federal I.D. is 23-715-3017.

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

**ARTICLE 1 - SERVICES**

The CONSULTANT'S responsibility under this Contract is to provide 24-hour emergency crisis phone counseling services through the the sexual assault helpline, 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 Rob Shelt, Sr. Program Manager, telephone no. 561-625-2525.

The CONSULTANT'S representative/liaison during the performance of this Contract shall be Sharon L'herrou, CEO, telephone no. 561-533-1065.

**ARTICLE 2 - SCHEDULE**

The CONSULTANT shall commence services on October 1, 2016 and complete all services by September 30, 2017. The parties agree that the CONSULTANT will be entitled to payment for services rendered beginning on October 1, 2016, notwithstanding the date the contract is executed by the Board of County Commissioners or its designee.

The contract will be automatically renewed, providing that funding is available, for increments of one (1) year terms beginning October 1, 2017 through September 30, 2021, thereafter unless otherwise notified by the CONSULTANT and/or the COUNTY.

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

**ARTICLE 3 - PAYMENTS TO CONSULTANT**

A. The total amount to be paid by the COUNTY under this Contract for all services and

materials including, if applicable, "out of pocket" expenses (specified in paragraph C below) shall not exceed a total contract amount of fifty thousand

Dollars (\$ 50,000 ). The CONSULTANT shall notify the COUNTY's representative in writing when 90% of the "not to exceed amount" has been reached. The CONSULTANT 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. Where incremental billings for partially completed items are permitted, the total billings shall not exceed the estimated percentage of completion as of the billing date.

B. Invoices received from the CONSULTANT pursuant to this Contract will be reviewed and approved by the COUNTY's representative, 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. "Out-of-pocket" expenses will be reimbursed up to an amount not to exceed ZERO

Dollars (\$ 0.00 ), and in accordance with the list of the types and amounts of expenditures eligible for reimbursement as set forth in Exhibit "B". All requests for payment of "out-of-pocket" expenses eligible for reimbursement under the terms of this Contract shall include copies of paid receipts, invoices, or other documentation acceptable to the Palm Beach County Finance Department. Such documentation shall be sufficient to establish that the expense was actually incurred and necessary in the performance of the Scope of Work described in this Contract. Any travel, per diem, mileage, meals, or lodging expenses which may be reimbursable under the terms of this Contract will be paid in accordance with the rates and conditions set forth in Section 112.061, Florida Statutes.

D. Final Invoice: In order for both parties herein to close their books and records, the CONSULTANT will clearly state "final invoice" on the CONSULTANT'S final/last billing to the COUNTY. This shall constitute CONSULTANT'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 CONSULTANT.

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

Signature of this Contract by the CONSULTANT 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 CONSULTANT'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 consultants. 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 CONSULTANT 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 CONSULTANT. It may also be terminated, in whole or in part, by the COUNTY, with or without cause, immediately upon written notice to the CONSULTANT. Unless the CONSULTANT is in breach of this Contract, the CONSULTANT 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 CONSULTANT 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 the terminated work.
- C. Transfer all work in process, completed work, and other materials related to the terminated work to the COUNTY.
- D. Continue and complete all parts of the work that have not been terminated.

## **ARTICLE 6 - PERSONNEL**

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

All of the CONSULTANT'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 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

CONSULTANT is encouraged to seek additional small business enterprises for participation in subcontracting opportunities. If the CONSULTANT uses any subcontractors on this project the following provisions of this Article shall apply:

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 CONSULTANT shall promptly do so, subject to acceptance of the new subcontractor by the COUNTY.

The Palm Beach County Board of County Commissioners has established a minimum goal for SBE participation of 15% on all County solicitations.

The CONSULTANT agrees to abide by all provisions of the Palm Beach County Code establishing the SBE Program, as amended, and understands that failure to comply with any of the requirements will be considered a breach of contract.

The CONSULTANT understands that each SBE firm utilized on this Contract must be certified by Palm Beach County in order to be counted toward the SBE participation goal.

The CONSULTANT shall provide the COUNTY with a copy of the CONSULTANT's contract with any SBE subcontractor or any other related documentation upon request.

The CONSULTANT understands the requirements to comply with the tasks and proportionate dollar amounts throughout the term of this Contract as it relates to the use of SBE firms.

The CONSULTANT will only be permitted to replace a certified SBE subcontractor who is unwilling or unable to perform. Such substitutions must be done with another certified SBE in order to maintain the SBE percentages established in this Contract. Requests for substitutions of SBE's must be submitted to the COUNTY's representative and to the Office of Small Business Assistance.

The CONSULTANT shall be required to submit to the COUNTY Schedule 1 (Participation of SBE-M/WBE Contractors) and Schedule 2 (Letter of Intent) to further indicate the specific participation anticipated, where applicable.

The CONSULTANT agrees to maintain all relevant records and information necessary to document compliance with the Palm Beach County Code and will allow the COUNTY to inspect such records.

#### **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 CONSULTANT. The CONSULTANT shall not be exempted from paying sales tax to its suppliers for materials used to fulfill contractual obligations with the COUNTY, nor is the CONSULTANT authorized to use the COUNTY'S Tax Exemption Number in securing such materials.

The CONSULTANT 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. CONSULTANT 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. CONSULTANT 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 CONSULTANT are not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by CONSULTANT under the contract.
- B. **Commercial General Liability** CONSULTANT 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. CONSULTANT shall provide this coverage on a primary basis.
- C. **Business Automobile Liability** CONSULTANT 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 CONSULTANT doesn't own any automobiles, the Business Auto Liability requirement shall be amended allowing CONSULTANT 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. CONSULTANT shall provide this coverage on a primary basis.
- D. **Worker's Compensation Insurance & Employers Liability** CONSULTANT shall maintain Worker's Compensation & Employers Liability in accordance with Florida Statute Chapter 440. CONSULTANT shall provide this coverage on a primary basis.
- E. **Professional Liability** CONSULTANT 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 CONSULTANT'S most recent annual report or audited financial statement. For policies written on a "Claims-Made" basis, CONSULTANT 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, CONSULTANT shall purchase a SERP with a minimum reporting period not less than 3 years. CONSULTANT shall provide this coverage on a primary basis.

**Additional Insured** CONSULTANT 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." CONSULTANT shall provide the Additional Insured endorsements coverage on a primary basis.

- F. **Waiver of Subrogation** CONSULTANT 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 CONSULTANT 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 CONSULTANT enter into such an agreement on a pre-loss basis.
- G. **Certificate(s) of Insurance** Prior to execution of this Contract, CONSULTANT 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  
Public Safety Department  
Attn Rob Shelt  
20 South Military Trail  
West Palm Beach, FL 33415

- H. **Umbrella or Excess Liability** If necessary, CONSULTANT 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**

CONSULTANT 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 CONSULTANT.

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

The COUNTY and the CONSULTANT 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 CONSULTANT 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 a court of competent jurisdiction located in Palm Beach County, Florida. 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 CONSULTANT.

#### **ARTICLE 14 - CONFLICT OF INTEREST**

The CONSULTANT 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 CONSULTANT further represents that no person having any such conflict of interest shall be employed for said performance of services.

The CONSULTANT 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 CONSULTANT'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 CONSULTANT 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 CONSULTANT. The COUNTY agrees to notify the CONSULTANT of its opinion by certified mail within thirty (30) days of receipt of notification by the CONSULTANT. If, in the

opinion of the COUNTY, the prospective business association, interest or circumstance would not constitute a conflict of interest by the CONSULTANT, the COUNTY shall so state in the notification and the CONSULTANT 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 CONSULTANT under the terms of this Contract.

#### **ARTICLE 15 - EXCUSABLE DELAYS**

The CONSULTANT shall not be considered in default by reason of any failure in performance if such failure arises out of causes reasonably beyond the control of the CONSULTANT 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 CONSULTANT'S request, the COUNTY shall consider the facts and extent of any failure to perform the work and, if the CONSULTANT'S failure to perform was without it or its subcontractors fault or negligence, the Contract Schedule and/or any other affected provision 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 - ARREARS**

The CONSULTANT 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. The CONSULTANT further warrants and represents that it has no obligation or indebtedness that would impair its ability to fulfill the terms of this Contract.

#### **ARTICLE 17 - DISCLOSURE AND OWNERSHIP OF DOCUMENTS**

The CONSULTANT 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 CONSULTANT 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 18 - INDEPENDENT CONTRACTOR RELATIONSHIP**

The CONSULTANT 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 CONSULTANT'S sole direction, supervision, and control. The CONSULTANT shall exercise control over the means and manner in which it and its employees perform the work, and in all respects the CONSULTANT'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 CONSULTANT does not have the power or authority to bind the COUNTY in any promise, agreement or representation.

**ARTICLE 19 - CONTINGENT FEES**

The CONSULTANT warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the CONSULTANT 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 CONSULTANT, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of this Contract.

**ARTICLE 20 - ACCESS AND AUDITS**

The CONSULTANT 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 CONSULTANT'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 CONSULTANT, 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 21 - NONDISCRIMINATION**

The CONSULTANT 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, or genetic information.

CONSULTANT has submitted to COUNTY a copy of its non-discrimination policy which is consistent with the above, as contained in Resolution R-2014-1421, as amended, or in the alternative, if CONSULTANT does not have a written non-discrimination policy, it has acknowledged through a signed statement provided for COUNTY affirming their non-discrimination policy conforms to R-2014-1421, as amended.

## **ARTICLE 22 - AUTHORITY TO PRACTICE**

The CONSULTANT 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 23 - 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 24 - PUBLIC ENTITY CRIMES**

As provided in F.S. 287.132-133, by entering into this contract or performing any work in furtherance hereof, the CONSULTANT 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 25 - 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 CONSULTANT of the COUNTY'S notification of a contemplated change, the CONSULTANT 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 CONSULTANT'S ability to meet the completion dates or schedules of this Contract.

If the COUNTY so instructs in writing, the CONSULTANT 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 CONSULTANT shall not commence work on any such change until such written amendment is signed by the CONSULTANT and approved and executed on behalf of Palm Beach County.

#### **ARTICLE 26 - 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:

Stephanie Sejnoha, Director  
Department of Public Safety  
20 South Military Trail  
West Palm Beach, FL 33415

With copy to:

Palm Beach County Attorney's Office  
301 North Olive Ave.  
West Palm Beach, FL 33401

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

Sharon L'herrou  
211 Palm Beach/Treasure Coast, Inc.  
P.O. Box 3588  
Lantana, FL 33465

#### **ARTICLE 27 - ENTIRETY OF CONTRACTUAL AGREEMENT**

The COUNTY and the CONSULTANT 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 28 - CRIMINAL HISTORY RECORDS CHECK**

If CONSULTANT'S employees or subcontractors are required under this contract to enter a "critical facility," as identified in Resolution R-2003-1274, the CONSULTANT shall comply with the provisions of Chapter 2, Article IX of the Palm Beach County Code ("Criminal History Records Check" section). The CONSULTANT acknowledges and agrees that all employees and subcontractors who are to enter a "critical facility" will be subject to a fingerprint based criminal

history records check. Although COUNTY agrees to pay for all applicable FDLE/FBI fees required for criminal history record checks, the CONSULTANT shall be solely responsible for the financial, schedule, and staffing implications associated in complying with this section of the Palm Beach County Code.

#### **ARTICLE 29 - REGULATIONS; LICENSING REQUIREMENTS**

The CONSULTANT shall comply with all laws, ordinances and regulations applicable to the services contemplated herein, to include those applicable to conflict of interest and collusion. CONSULTANT 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.

#### **ARTICLE 30 - SCRUTINIZED COMPANIES (when contract value is greater than \$1 million)**

As provided in F.S. 287.135, by entering into this Contract or performing any work in furtherance hereof, the CONSULTANT certifies that it, its affiliates, suppliers, subcontractors and consultants who will perform hereunder, have not been placed on the Scrutinized Companies With Activities in Sudan List or Scrutinized Companies With Activities in The Iran Petroleum Energy Sector List created pursuant to F.S. 215.473, or on the Scrutinized Companies that boycott Israel List, or is engaged in a boycott of Israel, pursuant to F.S. 215.4725, or is engaged in business operations in Cuba or Syria.

If the County determines, using credible information available to the public, that a false certification has been submitted by CONSULTANT, this Contract may be terminated and a civil penalty equal to the greater of \$2 million or twice the amount of this Contract shall be imposed, pursuant to F.S. 287.135.

#### **ARTICLE 31 - PUBLIC RECORDS**

Notwithstanding anything contained herein, as provided under Section 119.0701, F.S., if the Consultant: (i) provides a service; and (ii) acts on behalf of the County as provided under Section 119.011(2) F.S., the Consultant shall comply with the requirements of Section 119.0701, Florida Statutes, as it may be amended from time to time. The Consultant is specifically required to:

- A. Keep and maintain public records required by the County to perform services as provided under this Contract.
- B. Upon request from the County's Custodian of Public Records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 or as otherwise provided by law. The Consultant further agrees that all fees, charges and expenses shall be determined in accordance with Palm Beach County PPM CW-F-002, Fees Associated with Public Records Requests, as it may be amended or replaced from time to time.
- C. Ensure that public records that are exempt, or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the Contract, if the

Consultant does not transfer the records to the public agency.

- D. Upon completion of the Contract the Consultant shall transfer, at no cost to the County, all public records in possession of the Consultant unless notified by County's representative/liaison, on behalf of the County's Custodian of Public Records, to keep and maintain public records required by the County to perform the service. If the Consultant transfers all public records to the County upon completion of the Contract, the Consultant shall destroy any duplicate public records that are exempt, or confidential and exempt from public records disclosure requirements. If the Consultant keeps and maintains public records upon completion of the Contract, the Consultant shall meet all applicable requirements for retaining public records. All records stored electronically by the Consultant must be provided to County, upon request of the County's Custodian of Public Records, in a format that is compatible with the information technology systems of County, at no cost to County.

Failure of the Consultant to comply with the requirements of this article shall be a material breach of this Contract. County shall have the right to exercise any and all remedies available to it, including but not limited to, the right to terminate for cause. Consultant acknowledges that it has familiarized itself with the requirements of Chapter 119, F.S., and other requirements of state law applicable to public records not specifically set forth herein.

**IF THE CONSULTANT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONSULTANT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, PLEASE CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT RECORDS REQUEST, PALM BEACH COUNTY PUBLIC AFFAIRS DEPARTMENT, 301 N. OLIVE AVENUE, WEST PALM BEACH, FL 33401, BY E-MAIL AT RECORDSREQUEST@PBCGOV.ORG OR BY TELEPHONE AT 561-355-6680.**

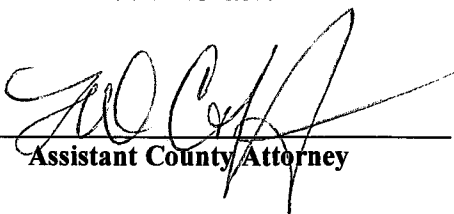
*Remainder of page intentionally left blank.*

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 CONSULTANT has hereunto set its hand the day and year above written.

**PALM BEACH COUNTY, FLORIDA  
BOARD OF COUNTY COMMISSIONERS**

By:   
County Administrator or Designee

**APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY**

By:   
Assistant County Attorney

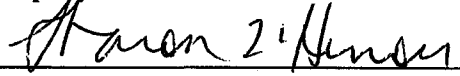
**APPROVED AS TO TERMS  
AND CONDITIONS**

By:   
Division Director

**CONSULTANT:**

211 Palm Beach / Treasure Coast, Inc.

**Company Name**



**Signature**

Sharon L'Herrou

**Typed Name**

Executive Director

**Title**

(corp. seal)



**SCOPE OF WORK/SERVICES  
VICTIM SERVICES RAPE CRISIS HELPLINE**

**I. Overview**

The Palm Beach County Division of Victim Services is the certified rape crisis center for Palm Beach County. To ensure victims have access to rape crisis services twenty-four (24) hours per day, seven (7) days per week, 211 Palm Beach/Treasure Coast shall provide immediate telephone rape crisis/violent crime intervention services for the rape crisis helpline, (866) 891-7273 (RAPE) and (561) 833-7273 (RAPE).

Additionally, during community emergencies, 211 Palm Beach/Treasure Coast will work together with Palm Beach County's Division of Emergency Management to provide the residents of Palm Beach County with 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 helpline staff.

**II. 211 Palm Beach/Treasure Coast Responsibilities**

- A. 211 Palm Beach/Treasure Coast fully trained sexual violence helpline staff and/or volunteers shall answer the (866) 891-7273 (RAPE) or (561) 833-7273 (RAPE) helpline, 24 hours a day, 7 days a week including County holidays. The helpline staff shall always answer the phone line by saying "sexual assault and violent crime helpline, how may I assist you?"
- B. If the call is from a victim or a surviving family member, the helpline staff shall utilize active listening skills to achieve the following:
- Establish rapport
  - Ensure safety (only if the helpline staff feels that it is an immediate issue as this may not be appropriate for some calls, especially if it is a delayed sexual assault)
  - Identify the problem
  - Reflect feelings
  - Explore alternatives, provide referrals
  - Provide information about available services and resources
  - Demonstrate professional knowledge of issues related to sexual assault
  - If the caller is a victim of sexual assault and is in need of a forensic exam, the caller should be advised that an on-call advocate from Victim Services Certified Rape Crisis Center will accompany them. The on-call advocate will discuss which facility the exam will be completed. The helpline staff shall inform caller that the rape crisis helpline is available 24/7 and encourage person to call back if needed.
  - All medical related emergencies should be referred to 9-1-1.
- C. If the call is from a victim already connected with Victim Services and it is not a crisis call, the helpline staff shall take the client information for the 211 call report and provide

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**SCOPE OF WORK/SERVICES  
VICTIM SERVICES RAPE CRISIS HELPLINE**

the client with the appropriate Victim Services office number as incorporated herein as Attachment 1.

- D. If the victim is in crisis, regardless of the time of day, the helpline staff shall assess the crisis, provide crisis intervention, and fax the Victim Services Client Intake Form, incorporated herein as Attachment 3, to the appropriate office according to office boundaries identified as Attachment 1. If unable to determine which office, fax to the central office, (561) 355-2757, for follow-up.
- E. Helpline staff shall complete 30 hours of Florida Council Against Sexual Violence (FCASV) Advocacy Core Training (ACT), including at least 2 hours of instructor led role plays as well as at least 4 hours of on the job training within 30 calendar days of hire and prior to providing direct services to sexual assault survivors. Additionally, eight (8) hours of ongoing sexual violence training is required annually. The training incorporates helpline scenarios that will prepare staff for the FCASV monitoring reports.
- F. All helpline 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 survivors of sexual violence.
- G. All helpline staff shall be supervised by a staff person, who has completed the required training and has at least one year of relevant experience.
- H. All helpline staff shall document each intake into the 211 Database.—Helpline staff will print the referral form from the database. All referral forms for survivors of sexual assault 12 and over and all correctional facility (Prison Rape Elimination Act) cases will be faxed to the SART Center fax number at (561)845-4424, each day by 9:00 a.m. All other client referral forms shall be faxed to the appropriate office according to office boundaries.
- I. 211 Palm Beach/Treasure Coast shall provide Victim Services with a monthly call report no later than the 3<sup>rd</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, table 2-1.
- J. Providers shall maintain a quality assurance program and assess skills of each individual answering helpline at least annually.

SCHEDULE OF PAYMENT

- I. The contract period is October 1, 2016 through September 30, 2017. The Contract will be automatically renewed, providing that funding is available, for increments of one (1) year terms through September 30, 2021 unless otherwise notified by either Party consistent with the provisions of the Termination Article herein.
- II. The total budget for each Fiscal Year of the contract shall not exceed \$50,000.
- III. The AGENCY shall request payment on a monthly basis at a fixed price through submission of a complete invoice as outlined in table B-1.
- IV. The monthly call report shall be submitted no later than the 3<sup>rd</sup> of the month following the month for which reimbursement of services is requested documenting 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).

Table B-1. Monthly Invoice Calculation Formula

FY	Amount	Monthly Invoice
FY 17	\$50,000	\$4,166.66
Future FYs	\$50,000	\$4,166.66

**ATTACHMENT 1**  
**Office Boundaries for Client Referrals and**  
**Crisis Field Responses During Regular Business Hours**

Table 1-2. Office Boundaries, Phone, and Fax Numbers

OFFICE	Phone	Fax	Boundary
South	(561) 274-1500	(561) 274-1511	South side of Lantana Road to southern Palm Beach County Line
Central	(561) 355-2383	(561) 355-2757	North side of Lantana Road to south side of 45 <sup>th</sup> Street & south of Orange Blvd to 20 Mile Bend
Glades	(561) 996-4871	(561) 992-1204	All of Belle Glade, Pahokee and South Bay
North	(561) 625-2568	(561) 845-4424	North of 45 <sup>th</sup> Street to Northern Palm Beach County line and north side of Orange Blvd. to northern end of county

**NOTES**

- A. For after-hours calls, 5:00 p.m. to 8:00 a.m. including weekends and County holidays, refer to the monthly on-call schedule.
- B. 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.

**ATTACHMENT 2**  
**Procedures for Palm Beach 211 Certified Helpline Advocates**

I. Overview

Calls to the helpline, 561-833-7273 and (866) 891-7273, shall be answered by a certified rape crisis counselor who has completed the 30 hour FCASV ACT training, 4 hours on-the-job training, and 8 hours annually of on-going sexual violence training.

II. Procedures

A. Answer the helpline within three rings: "*Sexual Assault and Violent Crime Helpline, how may I help you?*"

B. 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.

C. If caller is from a law enforcement agency or hospital facility and is requesting the assistance of a victim advocate during business hours, contact the appropriate office using the attached office boundary guideline listed on Attachment 1.

D. For after hours, weekends, holidays calls, please use the following procedure:

1. Obtain the caller's name, summary of situation and best call back number.
2. Refer to the daily "crisis field response schedule." If shift advocate is scheduled, call the work number first then the cell. If the backup or duty supervisor is needed, first call the cell number.
3. If no answer, leave a message stating that you are trying to reach the person and will try their home.
4. If no response within 10 minutes, call the duty supervisor immediately and provide information about the caller's request.

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

E. If caller is from a law enforcement agency stating they have a **Level One Domestic Violence Case**, (serious injury or trauma has occurred; usually the victim is at a local hospital) follow procedures in D #2.

F. If caller is from a law enforcement agency stating they have a **Level Two Domestic Violence Case (no serious or visible injuries are noted)**, advise the Deputy to call their Domestic Assault Helpline, 688-4179, for assistance by PBSO advocates. If the Deputy requests your assistance in making the call or speaking with the victim, please do so. If the caller is a law enforcement officer from a municipality, follow the procedures in D#2.

III. General Tips

A. FCASV established the following guideline to use when answering sexual assault calls. This guideline will be employed by FCASV for routine monitoring/evaluation. If caller is a victim

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**ATTACHMENT 2**  
**Procedures for Palm Beach 211 Certified Helpline Advocates**

or calling on behalf of the victim, utilize the following crisis intervention guidelines and allow caller to talk. Use your active listening skills:

1. Establish rapport – relationship building begins with “hello, sexual assault helpline, 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.
  2. Ensure Safety only if you feel it is an immediate issue - may not be appropriate for some calls, **ESPECIALLY IF DELAYED SEXUAL ASSAULT**.
  3. 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.
  4. 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).
  5. 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.
  6. Safety: Listen to caller before exploring safety. Take time to assess safety and ask questions if you are concerned. Handle safety issues appropriately.
  7. 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.
  8. Provide information about available services and resources: reporting, medical help, and assistance with emotional impact. Tailor referrals to caller’s need.
  9. Inform caller that the rape crisis helpline is available 24/7 and encourage person to call back if needed.
- B. Do not fill out the intake/report form line by line over the telephone while someone is in crisis.
- C. 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 are experienced, contact the duty supervisor.
- D. Complete all information on the call record and place in the supervisor’s mail box. The supervisor will fax the information to the appropriate office according to the caller’s residence. The QA Coordinator will be the back-up.
- E. 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, 561-355-2383.

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**ATTACHMENT 2**  
**Procedures for Palm Beach 211 Certified Helpline Advocates**

- F. 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.
- G. In the 211 Iris call record, indicate which need was addressed (crisis intervention, advocate dispatched, call report faxed, information and referral).

**Table 2-1**

Call Category	Description
1	<b>Call Type: Sexual Assaults</b> - New, current or past victim OR guardian calling on behalf of a 12-17 year old.
2	<b>Call Type: Sexual Assault</b> - Parent, spouse, friend, significant other
3	<b>Call Type: Sexual Assault</b> - call from other agencies or coordinating services (i.e. hospitals, law enforcement)
4	<b>Call Type: Non- Sexual Assaults</b> - Calls <u>not</u> related to Sexual Assault such as domestics, homicides etc.

- H. 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.
- I. Last minute schedule changes will be called into the 211 Supervisors' number, 383-1143 by Carol or the Victim Services Duty Supervisor.
- J. Any shift problems will be reported to the Victim Services Duty Supervisor.
- K. Any procedural/staff problems, will be reported to the 2-1-1 Quality Assurance Coordinator who will in turn discuss with Victim Services Program Coordinator, Carol Messam-Gordon.
- L. Victim Services web resources
1. Main website: [www.pbcgov.com/publicsafety/victimservices](http://www.pbcgov.com/publicsafety/victimservices)
  2. Facebook: [www.facebook.com/PBCVictimServices](http://www.facebook.com/PBCVictimServices)
- M. Domestic Violence Shelter Resources
1. YWCA Harmony House: 561-640-9844; 1-800-973-9922
  2. AVDA: 1-800-355-8547

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