

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

Meeting Date: March 5, 2024 [X] Consent [] Regular
[] Ordinance [] Public Hearing
Department
Submitted By: Community Services
Submitted For: Division of Human Services and Community Action Program

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to approve: Amendment No. 2 to the Homeless Resource Center (HRC) Contract for Provision of Services with Gulfstream Goodwill Industries, Inc. (GGI) (R2021-1468), to increase funding by \$1,591,029, for a new total contract amount not-to-exceed \$8,491,761, for the period October 1, 2021 through September 30, 2024, retroactive to November 15, 2023, to incorporate homelessness services in the Western Communities.

Summary: Amendment No. 2 to HRC Contract for Provision of Services (R2021-1468) is necessary to amend the original funding amount to allow GGI to continue providing case management, navigation, employment counseling, and engagement to individuals and families experiencing homelessness in the western communities. Previously, the County and GGI had a separate contract for the HRC and the Western Shelters. This amendment combines the shelter contracts into one contract in order to reduce the administrative burden of managing separate contracts. GGI will provide a maximum of 36 transition shelter beds in Belle Glade and 58 supportive housing beds in Pahokee. GGI will be open 365 days a year on a 24-hour basis. GGI will serve up to 48 seniors and/or individuals and up to 24 families per year (approximately 96 persons). From October 1, 2022 through September 30, 2023, GGI served 438 individuals through the non-congregate shelter; 80 persons served by the Belle Glade Transition Shelter and 358 persons served by the Pahokee Shelter. (Division of Human Services and Community Action Program) Countywide (HH)

Background and Justification: On March 20, 2012, the BCC approved the Senator Philip D. Lewis Center concept and funding allocation for its operations. On October 23, 2018, the Ten-Year Plan to End Homelessness (Plan), a blueprint to end homelessness, was adopted by the BCC. The development of an HRC was one of the action steps of the Plan. On February 25, 2020, the BCC approved the Sheltering and Housing Strategy Annex to the Plan, expanding the doorway for services and housing for persons living on the streets, parks, and places not meant for human habitation. The Lewis Center Annex closed on January 29, 2024 and the HRC2 opened on January 30, 2024. The Western Shelters opened on November 15, 2020. The Lewis Center, HRC2, and Western Shelters supplement the Plan's Sheltering and Housing Strategy Annex, and ensures that individuals and families experiencing homelessness receive a diverse offering of high quality housing and focused services from the community agencies that assist clients in ending their homelessness.

Attachments: Amendment No. 2 to Contract for Provision of Services with GGI

Recommended By: James E. Green 2/13/2024
Department Director Date
Approved By: Assistant County Administrator 2/20/24
Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2024	2025	2026	2027	2028
Capital Expenditures					
Operating Costs	1,591,029				
External Revenue	0				
Program Income					
In-Kind Match (County)					
NET FISCAL IMPACT	1,591,029				

# ADDITIONAL FTE POSITIONS (Cumulative)					
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Is Item Included In Current Budget? Yes X No _____
 Does this item include the use of federal funds? Yes _____ No X
 Does this item include the use of state funds? Yes _____ No X

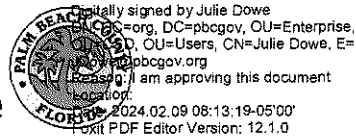
Budget Account No.:
 Fund 0001 Dept. 148 Unit VAR Obj. 3401 Program Code N/A Program Period N/A

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

Source of Funding is Palm Beach County Ad Valorem dollars

C. Departmental Fiscal Review:

**Julie
Dowe**



Julie Dowe, Division Director II, Financial & Support Svcs.

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Development and Control Comments:

Shane M. [Signature] 2/12/2024
 OFMB
 ESW
 2-9-2024

[Signature] 2/15/24
 Contract Development and Control
 [Signature]

B. Legal Sufficiency:

[Signature] 2-16-24
 Assistant County Attorney

C. Other Department Review:

 Department Director

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

SECOND AMENDMENT

**SECOND AMENDMENT TO CONTRACT FOR
PROVISION OF SERVICES**

THIS SECOND AMENDMENT TO CONTRACT FOR PROVISION OF SERVICES dated October 19, 2021 (**R2021-1468**), is made on this _____ day of _____, 2023, 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 **Gulfstream Goodwill Industries, Inc.**, hereinafter referred to as the AGENCY, a not-for-profit corporation authorized to do business in the State of Florida, whose Federal Tax I.D. is **59-1197040**.

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

WHEREAS, on October 6, 2020, the County and Gulfstream Goodwill Industries, Inc. entered in a Contract for Provision of Services (R2020-1430) (Western Shelters Contract) in an amount not to exceed \$1,795,701 from November 15, 2020 through November 14, 2023, to provide Western Shelter assessment, emergency shelter, and supportive housing assistance services to individuals and families in the Western Communities; and

WHEREAS, on October 19, 2021, the County and Gulfstream Goodwill Industries, Inc., entered into a Contract for Provision of Services, (R2021-1468) (the Contract), in an amount not to exceed \$4,600,488.00 to provide Homeless Resource Center (HRC) operation services at the Lewis Center to individual Palm Beach County residents experiencing homelessness; and

WHEREAS, on September 19, 2023, the above named parties entered into a First Amendment to extend the term of the Contract, to update **ARTICLE 3 – SCHEDULE** and **ARTICLE 4 – PAYMENTS TO AGENCY**; revise **ARTICLE 15 – PROGRAMMATIC REQUIREMENTS** to replace paragraph 17 and add a new Section 24; and replace **Exhibit B** with **Exhibit B-1**; and

WHEREAS, the County and Gulfstream Goodwill Industries, Inc. are finalizing a new Housing Resource Center (HRC) Contract for the Provision of Services, which will incorporate the HRC Lewis Center, HRC 2 and Western Shelters programs into one Contract; and

WHEREAS, Gulfstream Goodwill Industries, Inc. has continued to provide assessment, emergency shelter, and supportive housing assistance services to individuals and families in the Western Communities in accordance with the Western Shelters Contract (R2020-1430) since November 15, 2023; and

WHEREAS, the need exists to amend the Contract (R2021-1468) to include the services provided at the Western Shelters from November 15, 2023 and continuing by updating **ARTICLE 4 – PAYMENTS TO AGENCY**; and replacing **EXHIBIT A**, with **EXHIBIT A-1** and **EXHIBIT B-1** with **EXHIBIT B-2**; and.

NOW THEREFORE, the COUNTY and the AGENCY mutually agree that the Contract entered into on October 19, 2021 is hereby amended retroactively to November 15, 2023, as follows:

- I. The foregoing recitals are true and correct, and incorporated herein by reference.
- II. The first two paragraphs in **ARTICLE 4 – PAYMENTS TO AGENCY** are amended to read as follows:

The total amount to be paid by the COUNTY under this Contract for all services and materials shall not exceed a total Contract amount of **EIGHT MILLION FOUR HUNDRED AND NINETY-ONE THOUSAND SEVEN HUNDRED SIXTY-ONE- DOLLARS AND ZERO CENTS (\$8,491,761.00)** over a three-year period of which **TWO MILLION THREE HUNDRED THOUSAND TWO HUNDRED AND FORTY-FOUR DOLLARS**

AND ZERO CENTS (\$2,300,244.00) is budgeted in Fiscal Year 2022, TWO MILLION THREE HUNDRED THOUSAND TWO HUNDRED AND FORTY-FOUR DOLLARS AND ZERO CENTS (\$2,300,244.00) is budgeted in Fiscal Year 2023, and THREE MILLION EIGHT HUNDRED AND NINETY-ONE THOUSAND TWO HUNDRED AND SEVENTY-THREE DOLLARS AND ZERO CENTS (\$3,891,273.00) is budgeted in Fiscal Year 2024.

The AGENCY will bill the COUNTY on a quarterly basis, or as otherwise provided, at the amounts set forth in **EXHIBIT B-2** for services rendered toward the completion of the Scope of Work.

- III. A new **EXHIBIT A-1 – SCOPE OF WORK**, attached hereto and incorporated herein by reference, shall replace **EXHIBIT A, SCOPE OF WORK**.
- IV. A new **EXHIBIT B-2 – PAYMENT SCHEDULE**, attached hereto and incorporated herein by reference, shall replace **EXHIBIT B-1 – PAYMENT SCHEDULE**, in its entirety.
- V. All other provisions of the Contract not modified in this Second Amendment remain in full force and effect.

REMAINDER OF PAGE LEFT BLANK INTENTIONALLY

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

ATTEST:

Joseph Abruzzo, Clerk of the Circuit Court
and Comptroller
Palm Beach County

PALM BEACH COUNTY, FLORIDA,
A Political Subdivision of the State of Florida
BOARD OF COUNTY COMMISSIONERS

BY _____
Deputy Clerk

BY _____
Maria Sachs, Mayor

AGENCY:

Gulfstream Goodwill Industries, Inc.

BY: DocuSigned by:
Karen Davidson
F227C9EE2A904E1

AGENCY'S Signatory Name

Karen Davidson
AGENCY'S Signatory Name Typed

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

Shelene Collier DS
HCH
Assistant County Attorney

APPROVED AS TO TERMS
AND CONDITIONS

DocuSigned by:
Taruna Malhotra
1459E41D1E1049C
Taruna Malhotra, Deputy Director
Community Services Department

Agency Name: Gulfstream Goodwill Industries, Inc.
Program 1 Name: Lewis Center Low-Barrier Housing Resource Center (HRC-1) Operations
Location: Palm Beach County
Target Population: Individual Persons experiencing homelessness in Palm Beach County
Funding Priority: Housing and Homelessness

I. OPERATIONS: Gulfstream Goodwill Industries (AGENCY) will serve as Housing Resource Center Individual Vendor

Service	Scope
Operations (1000 45 th Street WPB)	<ul style="list-style-type: none"> • HRC will serve individual Palm Beach County residents experiencing homelessness. • HRC will be open 365 days a year on a 24 hour basis. • HRC's goal is to assist individuals in becoming self- sufficient, and in engaging in a productive lifestyle, thereby ending homelessness. • HRC will serve as one of four (4) entry points into the housing and homeless services delivery system. • HRC will provide residential beds for individuals experiencing homelessness (Clients) for up to 90 days. • HRC will have a maximum capacity of sixty (60) beds at any given time, plus six (6) overflow/law enforcement beds. • HRC will not allow walk-ups • HRC will offer supportive services listed in Section II, SERVICES. • HRC operation will adhere to EXHIBIT F - OPERATING UNDERSTANDING AND PROVISIONS, which is contained as Exhibit B in the Interlocal Agreement between Palm Beach County and the City of West Palm Beach.

II. SERVICES: Services provided to any individual that is experiencing homelessness or at risk of homelessness, per HUD's definition, and requests services from the HRC via Palm Beach County's coordinated entry system (Client).

Service	Scope
Intake and Screening of Clients in coordination with all Outreach Programs	<ul style="list-style-type: none"> • Client interview. • Determination of admission eligibility. • Collect basic demographics and enter all data in HMIS/CMIS. • Complete background verification of homelessness in Palm Beach County. • Navigate callers, conduct VI-SPDAT & SPDAT.

	<ul style="list-style-type: none"> • Record SPDAT assessment in appropriate Acuity lists. • Maintain log of inquiries for service. • Screen for entitlement benefits. • Log and secure belongings. • Screen for weapons, contraband, and dangerous and illegal substances; address based on findings; coordinate with security.
Client Assessment	<ul style="list-style-type: none"> • AGENCY will coordinate assessment of all Clients with all the Outreach Programs. • AGENCY will oversee coordination of assessments for Clients. • AGENCY will assess presenting issues. • AGENCY will refer Clients to specialty care such as medical, mental health, substance abuse, veterans' services, counseling for victims of domestic violence, legal aid, and other services as needed.
Client Engagement	<ul style="list-style-type: none"> • AGENCY will build relationships with Clients.
Client Service Delivery	<ul style="list-style-type: none"> • AGENCY will comply with all Continuum of Care (CoC) approved standards of care as the basis for providing services to Clients. • AGENCY will provide community outreach and education to inform the community of the service delivery process.
Case Management	<ul style="list-style-type: none"> • AGENCY will complete the SPDAT and develop individual service plans and action steps for each Client within seven (7) business days of Client admission and provide on-going monitoring and progress revision as necessary. • AGENCY will coordinate and link to various community services to meet assessed need of Client as desired by client. • AGENCY will meet with each Client individually on a weekly basis to review progress towards established goals and objectives. • AGENCY will establish Client discharge planning that is housing focused consistent with CoC Standards, as amended. • AGENCY will utilize Best Practice or Evidence-Based programs and case management services for all Clients referred to the HRC.
Meal/Food Service	<ul style="list-style-type: none"> • AGENCY will coordinate food service with the COUNTY'S food service provider, as well as transport food and supplies as needed. The HRC will have a large landing kitchen available for storage and warming. • AGENCY shall be responsible for the kitchen activities to include warming food, distribution of food, ordering and storage of supplies, notifying purveyors of dietary issues, cleaning and other activities. Food service provider's equipment is to be returned, in its entirety, after each meal. Missing or damaged items are the financial responsibility of the AGENCY. • AGENCY will maintain food supply for Clients who arrive outside of meal times and are in need of a meal. • AGENCY will use the COUNTY'S food service provider as the primary food provider to the HRC.

	<ul style="list-style-type: none"> • AGENCY will be responsible for administering all aspects of the food service provider Contract assigned to the COUNTY, unless the COUNTY specifically retains any responsibilities and obligations. The COUNTY will provide the AGENCY with a copy of its food service provider Contract along with a written transmittal identifying any responsibilities and obligations that have been retained by the COUNTY. • AGENCY will meet all dietary and public health department regulatory standards governing the storage and distribution of food items.
Primary Medical Care	<ul style="list-style-type: none"> • AGENCY will coordinate with the Health Care District or other entity to ensure a physical assessment of Client(s) is performed to include: <ul style="list-style-type: none"> ○ PPD testing and evaluation ○ HIV screening, counseling and referral as needed. ○ Infectious disease screening. ○ Follow-up medical services. • AGENCY shall ensure availability of after-hours response to Client medical emergencies.
Behavioral Health Care	<ul style="list-style-type: none"> • AGENCY will coordinate linkage for treatment and follow-up services for Clients based on assessments, as appropriate.
Interim Housing	<ul style="list-style-type: none"> • AGENCY will establish policies, procedures, and house rules to be incorporated in a Client Handbook and an Operations Manual, which will aid in developing Client contracts to ensure a safe, sanitary and decent community living environment. COUNTY shall provide final approval of initial documents and all updates to ensure compliance with federal, state and local guidelines. (Would like a timeline for receipt of county approval) Consistent with ARTICLE 15, AGENCY'S PROGRAMMATIC REQUIREMENTS, COUNTY logo will be printed on all brochures, flyers and other documents available to the public. The Client Handbook and the Operations Manual shall include, but is not limited to, policies and procedures regarding the following: <ul style="list-style-type: none"> ➤ Use or possession of alcohol or illegal drugs; ➤ Fighting and/or aggressive behavior; ➤ Possession of weapons; ➤ Coordination with local social, medical and health services providers and law enforcement partners; ➤ Voluntary admission and discharge procedures and timelines; ➤ Individual service plans; ➤ Day-to-day activities, such as curfews, use of facility, basic living skills expectations, storage of personal items, overnight passes, and other similar functions; ➤ Engagement of Clients; ➤ Reporting Adverse Incidents;

	<ul style="list-style-type: none"> ➤ Medication storage and management; ➤ Inappropriate referrals; ➤ Rights of Clients to receive services without regard to race, religion, sex, age, national origin, ancestry, color, sexual orientation, marital status, disability or familial status or gender identity and expression; ➤ Assessment, linkage, documentation, and follow-up processes; ➤ Authorized and unauthorized Client arrivals and departures from the HRC; ➤ Emergency and non-emergency law enforcement calls; ➤ Participation in neighborhood and community committee meetings requested by COUNTY. <ul style="list-style-type: none"> • AGENCY will provide resident orientations regarding program policies and procedures while in interim housing. • AGENCY will provide interim housing for a combined population of not greater than sixty (60) adult Clients. • AGENCY will provide overflow/law enforcement beds for up to six (6) adult Clients. • AGENCY will provide for and implement routine safety protocols, emergency evacuation, and disaster response plans, and Coordinate such with the COUNTY to align with Facilities and Emergency Operations Center (EOC).
Security	<ul style="list-style-type: none"> • AGENCY will coordinate services with a COUNTY-contracted security service provider. • AGENCY will implement significant incident reporting for all specified incidents. • AGENCY will maintain compliance with the COUNTY'S HRC Security Plan.
Outreach and Referral	<ul style="list-style-type: none"> • AGENCY will coordinate and collaborate with existing outreach providers and referral sources.
Clothing and Client Supplies	<ul style="list-style-type: none"> • AGENCY will provide a designated area at the facilities in which The Homeless Coalition will manage and distribute donated items.
Job Training and Placement/Referral	<ul style="list-style-type: none"> • AGENCY will offer appropriate referral and information to Clients as referenced in their service plan. • AGENCY will ensure computers with internet access are made available and provided for Client use for job search and training.
Client Property Management	<ul style="list-style-type: none"> • AGENCY will coordinate with HRC Security in regards to Clients' security screening upon intake. • AGENCY will develop and implement process for Client property intake screening, segregation, cleaning, and storage, and develop rules/guidelines for what can be retained by the Client and what is to be stored.
Client Belongings	<ul style="list-style-type: none"> • AGENCY will search belongings to ensure they are free of alcohol, drugs, weapons and other contraband, and dangerous and/or hazardous materials. • AGENCY will store and/or report prohibited belongings as required by law.

Other	<ul style="list-style-type: none"> • AGENCY will participate in the CoC system through the Homeless and Housing Alliance (HHA) meetings and subcommittees. • AGENCY will coordinate with other contracted service providers to further the achievement of sound routine operations and facility upkeep.
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III. STAFFING

Service	Scope
Positions	<ul style="list-style-type: none"> • AGENCY will maintain twenty-four (24) hour staffing.
Background Checks	<ul style="list-style-type: none"> • AGENCY is responsible for criminal, child abuse and driving background checks on all staff and volunteers, according to State guidelines and HRC Security Plan with regard to process and results.
Staff Schedule	<ul style="list-style-type: none"> • AGENCY will maintain staff schedule and Program Policies and Procedures (PPM's). The PPM's shall include: Client Handbook; Operations Manual; Life Skills; New Client Orientation Program; staffing issues, including twenty-four (24) hour coverage, schedule, background checks, recruitment, etc.; HIPAA guidelines; referral list; case management; and other policies and procedures.
Recruitment and Training	<ul style="list-style-type: none"> • AGENCY will recruit, select, train, evaluate and supervise all staff and volunteers at the HRC. AGENCY shall document type, value, and number of volunteer hours. Volunteers shall supplement, not replace, paid staff.
Supervision	<ul style="list-style-type: none"> • AGENCY will provide twenty-four (24) hour on-site supervision of the facilities, with an on-call system to ensure twenty-four (24) hour staff coverage, emergency crisis response, and availability to COUNTY and referral agencies. • AGENCY shall conduct regular staff and shift change meetings to ensure coordination among staff.
First Aid & Certifications	<ul style="list-style-type: none"> • AGENCY shall have first aid equipment and supplies maintained on-site with staff trained in their use. • AGENCY will ensure all employees are/will be certified in CPR, AED, First Aid and other required training.

IV. FACILITIES AND MAINTENANCE

Service	Scope
Damage	<ul style="list-style-type: none"> • AGENCY will promptly report the need for any maintenance or repair required to the premises by submitting the proper County Work Order request to Palm Beach County Department of Facilities, Development and Operations (FDO), or by using the emergency phone number, as provided, for items directly affecting the life/safety of the occupants or structure. The COUNTY will repair and fund unless failure is caused by acts of the AGENCY or. In this event, the AGENCY shall be responsible for paying for the repairs.

Facility Improvements	<ul style="list-style-type: none"> • AGENCY shall submit a Requests for Services to FDO Facilities Management Division for any desired improvement to the facility. • AGENCY shall not be permitted to make any improvements to the facility.
Environmental Cleaning	<ul style="list-style-type: none"> • AGENCY will maintain a clean and safe environment between routine cleanings (to be provided by COUNTY), and shall allow health, fire and other appropriate inspections from the COUNTY and from other required agencies.
Furnishings, Fixtures and Equipment (FFE)	<ul style="list-style-type: none"> • AGENCY will be responsible for ensuring that its Clients do not abuse or damage the furnishings, fixtures, and equipment. • AGENCY will report the need for repairs to fixtures, equipment and fixed furnishings to COUNTY for physical repair. The COUNTY will make the repairs unless failure is caused by acts of the AGENCY. In this event, the AGENCY shall be responsible for paying for the repairs.
Management of COUNTY-Owned Assets	<ul style="list-style-type: none"> • AGENCY will be responsible for the management of all non-fixed COUNTY-owned personal property, in accordance with COUNTY policy.
Grounds Maintenance	<ul style="list-style-type: none"> • AGENCY shall keep grounds free of litter and debris.
Plumbing	<ul style="list-style-type: none"> • AGENCY will make every effort to work with and educate guests in proper use of plumbing to prevent damages, abuse, and/or clogs. . • AGENCY shall contact the COUNTY for any failures or major repair requested for plumbing issues that cannot be resolved in-house.
Smoking Areas	<ul style="list-style-type: none"> • AGENCY will enforce designated smoking areas.
Recreation Area	<ul style="list-style-type: none"> • AGENCY will maintain outside recreation area for adults, including availability of basic sport and recreational equipment.
Bicycles	<ul style="list-style-type: none"> • AGENCY will designate a secured and locked area to accommodate resident's bicycles.
Automobiles	<ul style="list-style-type: none"> • AGENCY will ensure that no unlicensed vehicles (or vehicles that have expired tags or no tags) shall be allowed to park on the premises. • AGENCY will ensure that vehicle owners show minimum insurance while on the premises, as required by the State of Florida.
Tents	<ul style="list-style-type: none"> • AGENCY will not install temporary or permanent tent-like enclosures or coverings on the grounds without prior written permission from the COUNTY, and is responsible for securing any/all necessary permits from the City of West Palm Beach (WPB) and/or other authority.
Hazardous Materials	<ul style="list-style-type: none"> • AGENCY will be responsible for all upkeep of storage areas. Gasoline, flammable products, propane tanks, and yard/garden equipment are to be kept in a separate storage area away from the facilities. • AGENCY will obtain approval from the COUNTY for the storage of all products that require monitoring or environmental controls, such as gasoline, flammable products, paint, solvents, cleaning chemicals, etc. • AGENCY shall submit in their request the MSDS for the product, the storage location and type that meet the requirements, and shall be responsible for all costs associated with the same.

Permits and Licenses	<ul style="list-style-type: none"> • AGENCY shall be responsible for posting all applicable copies of safety and licensing permits and shall maintain such permits on file/posted.
Security	<ul style="list-style-type: none"> • AGENCY will coordinate duties of security personnel with the COUNTY'S security provider's personnel working during each shift pursuant to the HRC Security Plan.
Laundry and Linen Service	<ul style="list-style-type: none"> • AGENCY will coordinate linen service with the COUNTY laundry service provider. • AGENCY shall be responsible for storing, sorting, bagging, and transporting dirty linen, and picking up clean linen. • AGENCY shall be responsible for administering all aspect the COUNTY'S Contract or Memorandum of Understanding (MOU) with laundry service provider assigned, unless the COUNTY specifically retains any responsibilities and obligations. The COUNTY will provide the AGENCY a copy of the laundry service provider Contract along with a written transmittal identifying any responsibilities and obligations that have been retained by the COUNTY. • AGENCY will be responsible for onsite laundry equipment for the personal use of Clients to include 1) provision of laundry detergent, cleanliness, and general operational guidelines; 2) regulatory issues, such as monitoring and maintaining hot water logs; and 3) financial and physical repair and replacement of equipment.
Computers	<ul style="list-style-type: none"> • AGENCY will ensure computers (to include CPU, monitor, and printer provided by COUNTY) with access to Client Management Information System (CMIS) for managing Client and program information, as well as related support, are secured, and policies regarding computer use are adhered to.
Fire Drills	<ul style="list-style-type: none"> • AGENCY shall conduct or otherwise assist with required fire drills as per COUNTY policy.
Records to be available for review, as needed, by COUNTY	<ul style="list-style-type: none"> • Personnel records of staff involved in the program, including payroll. • Training certificates. • Client satisfaction surveys. • Pre and post evaluation, where applicable. • Follow-up/statistical logs • Client records.

V. BUDGET/FISCAL ACCOUNTABILITY

Service	Scope
Budget	<ul style="list-style-type: none"> • AGENCY will maintain and submit to the COUNTY annually a detailed operating/program budget for the COUNTY, which includes specific line items and corresponding amounts.
Audit	<ul style="list-style-type: none"> • AGENCY will use established and generally accepted accounting practices. An audit of each year while under contract with the COUNTY shall be conducted by an independent Certified Public Accountant at the AGENCY'S expense. AGENCY will submit the Independent Annual Audit and Management Letters to COUNTY. • All revenue received by the AGENCY from the COUNTY shall be credited to the fiscal year of receipt, unless otherwise designated.

Documentation	<ul style="list-style-type: none"> • AGENCY will provide reports, records, or other documentation concerning any fiscal matter or program-related services provided to the COUNTY in such a manner and at such times as may be required by the COUNTY and/or any grantors.
Expenses and Reimbursement	<ul style="list-style-type: none"> • AGENCY will be responsible for all operational expenses including, but not limited to, fixed pay, cell telephones, printing, postage, shipping, and cleaning supplies. • AGENCY will be entitled to be reimbursed for costs incurred that are included in the approved budget. If the costs incurred are not in the approved budget, the AGENCY shall be responsible for those costs, and will have the obligation to do all the work called for by this Agreement.
Financial Statement	<ul style="list-style-type: none"> • AGENCY will submit statement(s) of financial conditions that shall include detail of assets, liabilities, operating reserve, and monthly and year-to-date income expense, as requested.
Contribution of Operating Expense	<ul style="list-style-type: none"> • AGENCY will be responsible to assist in supporting costs of the HRC, such as back end services. AGENCY will be supportive of fund raising efforts conducted by the Homeless Coalition of Palm Beach County.
Donations	<ul style="list-style-type: none"> • AGENCY will account for donations, including furniture and equipment, and other durable goods, that shall become property of the COUNTY for use at the HRC.

VI. COUNTY RESPONSIBILITIES

Service	Scope
Program Oversight and Inspections	<ul style="list-style-type: none"> • COUNTY will monitor compliance with contract requirements. • COUNTY will conduct regular desk and file audits. • COUNTY will make periodic on-site inspections to ensure custodial upkeep of the facilities/property. • COUNTY will participate in staff Neighborhood and Corridor Committees, as needed.
Facility Maintenance and Repair	<ul style="list-style-type: none"> • COUNTY will be responsible for the provision, maintenance and cost of electricity, water and sewer services for the HRC. • COUNTY will be responsible for the repair and maintenance of the major components of the HRC facility, including, but not limited to, the roof, foundation, heat pumps, wells, life/safety systems, major electrical and plumbing repairs, pavement, exterior door, and privacy locks on Client bedroom doors, unless failure is caused by acts of the AGENCY. In this event, the AGENCY shall be responsible for paying for the repairs. AGENCY is responsible for reporting damaged and broken items to the COUNTY for repair. • COUNTY will conduct preventative maintenance for major components, such as heating, air-conditioning, water, sewer, air quality, and roof to ensure the structures of the HRC facilities in accordance with all applicable building codes.

Routine Maintenance	<ul style="list-style-type: none"> • COUNTY will ensure the proper operation of and coordination with the AGENCY on all maintenance and repairs (non-emergency) on the facility. These include but are not limited to, components such as doors, windows, locks, plumbing fixtures, plumbing stoppages, electrical switches, outlets, lights and light fixtures, thermostats, cosmetic wall repairs, and other operations. • COUNTY will ensure that the buildings have smoke detectors, sprinkler systems, and fire extinguishers for each floor that conform to all safety rules and regulations. COUNTY will observe fire drills and review fire drill documentation.
Pest Control	<ul style="list-style-type: none"> • COUNTY will contract for interior and exterior pest control.
Janitorial Services	<ul style="list-style-type: none"> • COUNTY will contract for janitorial services of all common areas.
Telephones and Computers	<ul style="list-style-type: none"> • COUNTY will provide telephones and computers for AGENCY'S staff use.
Grounds	<ul style="list-style-type: none"> • COUNTY will contract for grounds maintenance.
Food Service	<ul style="list-style-type: none"> • COUNTY will contract with a food service provider for three (3) meals a day, 365 days per year, including nutrition planning.
Laundry	<ul style="list-style-type: none"> • COUNTY will contract with a laundry service provider for the laundering of bedding and towels.
Security	<ul style="list-style-type: none"> • COUNTY will contract with a security service provider twenty-four (24) hours per day, 365 days per year.

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DEFINITIONS AND DESCRIPTIONS

Operations include, but not limited to:

- **Engagement Services**, which encompass activities that build relationships with Clients, data entry into CMIS.
- **Case Management**, which encompasses: outreach and engagement, program eligibility determination, intake & assessment, VI-SPDAT and SPDAT, housing & service plan development, case note entry, linkage & referral to community & mainstream resources, case management sessions, referral and linkage to housing placement, job placement assistance, legal assistance, credit repair & budgeting, supplies, financial assistance, monitoring & evaluating program participant performance, data entry into CMIS, clinical case management supervision, clinical risk management supervision, attendance to meetings & staffing, vehicle leasing, rapid re-housing placement and follow-up, initial & on-going professional training & certification/licensing fees, computer, cell phone utilization, & mileage.
- **Housing Services**, which encompasses: twenty-four (24) hour supervision of residents, tracking bed utilization, meal coordination, oversight of laundry services & on-site laundry equipment, coordination of hot box and room heaters (bedbugs), logging & securing of participant's belongings, room assignments, coordination of life skills training, coordination of computer utilization by participants & computer supplies, coordination of participant supplies, conducting and evaluating background screenings, coordination of screening for weapons, coordination of day to day operation and on-site services, coordination of neighborhood meetings and issues, marketing HRC, conducting outreach to provide community education, attendance at agency, HRC, and/or homeless service provider meetings, preparation and distribution of reports as required, coordination of volunteers and clothes closet, coordination of security and transportation, coordination of reception services and twenty-four (24) phone line, coordination of healthcare services.
- **Medical Services**, which encompasses: health screening and evaluation, first aid, maintenance of client records in CMIS/HMIS, referral and linkage to medical services.

- **Transportation Services**, which encompass conducting travel for participants, including purchase of bus passes for clients, laundry, and meals, and fuel, insurance, vehicle leasing, ongoing maintenance, and tracking and recording of mileage.
- **Navigation Services**, including, but not limited to: referral services individuals and/or families with at least one (1) child under the age of eighteen (18) experiencing homelessness to the HRC-1 Lewis Center, HRC-2, and/or Western Shelters', activities that build relationship with Clients, intake, linkage & referral to community & mainstream resources, data entry into HMIS/CMIS, conducting outreach to provide community education, and development and oversight of Policies and Procedures for the HRC-1 Lewis Center Navigation Services.

Administration includes, but not limited to:

- **Administrative** Services is capped at ten percent (10%) and encompasses: participation in neighborhood meetings, conducting or participating in HRC related fund raising events, evaluation of fiscal, grant, HMIS/CMIS, and funding reports as required, grant writing, payment of leases (first and security) and utilities, general fiscal accounting and auditing of expenditures, supervision of staff, cell phone utilization, and mileage.

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Program 2 Name: Western Shelters Housing Resource Center - (HRC) Operations
Location: Palm Beach County
Target Population: Individuals and Families with at least one (1) child under the age of eighteen (18) experiencing homelessness in Palm Beach County
Funding Priority: Housing and Homelessness

The OPERATOR will provide a maximum of 36 Emergency Shelter beds and 58 Supportive Housing beds.

Service	Scope
Operations (Emergency Shelter and Interim Transitional Housing)	<ul style="list-style-type: none"> • OPERATOR will serve up to 48 seniors or individuals in Emergency Shelter • Operator will serve up to 24 families per year (approximately 96 persons annually) • OPERATOR will be open 365 days a year on a 24 hour basis • OPERATOR goal is to assist individuals in becoming self- sufficient and engaging in a productive lifestyle, thereby ending homelessness. • The Lewis Center and the Belle Glade Assessment Center will continue to serve as coordinated entry focal points. • OPERATOR will not allow walk-ups; only those with a referral can be screened in accordance with established law enforcement procedures. • OPERATOR will offer supportive services on-site <ul style="list-style-type: none"> • counseling; • meal delivery; • limited medical treatment; • case management; • life skills training; • job placement; • interim housing and; • Permanent housing placement.
Client Assessment	<ul style="list-style-type: none"> • OPERATOR will coordinate assessments of individuals with all the Outreach Programs. • OPERATOR will assess presenting issues. • OPERATOR will refer clients to specialty care such as medical, mental health, substance abuse, veterans' services, counseling for victims of domestic violence, legal aid, and other services as needed.
Client Engagement	<ul style="list-style-type: none"> • OPERATOR will build relationships with homeless persons and families.
Client Service Delivery	<ul style="list-style-type: none"> • OPERATOR will comply with all CoC approved standards of care as the basis for providing services to homeless individuals. Provide community outreach and education to inform the community as to the service delivery process.

Case Management	<ul style="list-style-type: none"> • OPERATOR will complete full SPDAT within seven (7) days of admission, based on client cooperation. • OPERATOR will develop individual housing plans and action steps for each client within seven (7) business days of client admission and provide on-going monitoring and progress revision as necessary and based on client cooperation. • OPERATOR will coordinate and link to various community services to meet assessed need of client. • OPERATOR will meet with each resident client individually on a weekly basis based on client cooperation to review progress towards established goals and objectives. • OPERATOR will establish client discharge planning. • OPERATOR will utilize Best Practice or Evidence-Based programs and case management services for all clients referred to the Western Shelter.
Primary Medical Care	<ul style="list-style-type: none"> • OPERATOR will coordinate with the Health Care District at existing clinic locations and through the District's mobile health unit to ensure a physical assessment of clients is performed to include: <ul style="list-style-type: none"> • PPD testing and evaluation • HIV screening, counseling and referral as needed • Infectious disease screening • Follow-up medical services. • OPERATOR shall ensure availability of after-hours response to client medical emergencies.
Behavioral Health Care	<p>OPERATOR will coordinate linkage for treatment and follow-up services with Health Care District of Palm Beach County, Southeast Florida Behavioral Health Network and Department of Community Services for clients based on assessments as appropriate.</p>
Interim Housing	<ul style="list-style-type: none"> • OPERATOR will provide resident orientations. • OPERATOR will establish policies, procedures, and house rules to be incorporated in a Client Handbook and an Operations Manual, which will aid in developing client contracts to ensure a safe, sanitary and decent community living environment. COUNTY shall provide final approval of initial documents and all updates to ensure compliance with federal, state and local guidelines. COUNTY logo will be printed on all brochures, flyers and other documents available to the public. The Client Handbook and the Operations Manual shall include, but is not limited to policies and procedures regarding the following: <ul style="list-style-type: none"> ▶ Possession of alcohol or illegal drugs; ▶ Fighting and/or aggressive behavior; ▶ Possession of weapons; ▶ Coordination with local social, medical and health services providers and law enforcement partners;
	<ul style="list-style-type: none"> ▶ Voluntary admission and discharge procedures and timelines; ▶ Individual housing plans; ▶ Day-to-day activities, such as curfews, use of facility, basic living skills expectations, storage of personal items, overnight passes, medication storage, and other similar functions; ▶ Reporting Adverse Incidents; ▶ Medication storage & management; ▶ Inappropriate referrals;

	<ul style="list-style-type: none"> ▶ Transportation of clients to Facility or other placement; ▶ Rights of clients to receive services without regard to race, religion, sex, age, national origin, ancestry, color, sexual orientation, disability or familial status; ▶ Assessment and linkage and the documentation and follow-up processes; ▶ Authorized and unauthorized client arrivals and departures from the Facility; ▶ Emergency and non-emergency law enforcement calls; ▶ Participate in neighborhood and community committee meetings as requested by COUNTY. <ul style="list-style-type: none"> • The Operator will serve up to 48 seniors or individuals and up to 24 families per year (minimum of 96 persons annually). • OPERATOR will provide triage beds for up to six (6) homeless population. • OPERATOR will provide for and implement routine safety protocols, emergency evacuation and disaster response plans.
Security	<ul style="list-style-type: none"> • OPERATOR, through a COUNTY contracted security service provider, will ensure there is 24/7 onsite security. • OPERATOR will coordinate services with a COUNTY contracted security service provider. • OPERATOR will implement significant incident reporting for all specified incidents. • OPERATOR and COUNTY shall work together to modify a security plan. • OPERATOR will maintain compliance with Facility Security Plan.
Outreach and Referral	<ul style="list-style-type: none"> • OPERATOR will coordinate and collaborate with existing outreach providers and referral sources.
Education and Training	<ul style="list-style-type: none"> • OPERATOR will provide on-going client education and support to promote client self-sufficiency, stability and self-determination during and after the time in the interim housing program. • OPERATOR will offer Life Skills Training and/or support groups
Job Readiness	<ul style="list-style-type: none"> • OPERATOR will offer appropriate referral and information to clients as referenced in their service plan. • OPERATOR will ensure computers with Internet access are made available and provided for client use for job search and training. • Residents of the facility will be encouraged to participate in offsite/on-site job readiness classes such as how to dress for an interview, how to create a resume, and how to interview. They will be referred to off-site job location and job training services including those offered by other community partners.
Client Property Management	<ul style="list-style-type: none"> • OPERATOR will coordinate with Facility Security in regards to client security screening upon intake. • OPERATOR will develop and implement process for client property intake screening, segregation, cleaning, storage and development of rules/guidelines for what can be retained by the client and what is to be stored. • OPERATOR will provide each client with a statement of OPERATOR'S policy regarding what property is prohibited within the Facility, how property management and belonging inventories will be conducted, and the reasoning behind the policy regarding belonging inventory.

Client Belongings	<ul style="list-style-type: none"> • After providing each client with a statement of OPERATOR'S policy regarding what property is prohibited at the Facility, OPERATOR will inventory belongings to ensure they are free of alcohol, drugs, weapons and other contraband, dangerous and/or hazardous materials. • OPERATOR will provide clear warning signs at the Facility informing clients that belongings will be inventoried, and will allow clients to secure items they do not wish to have inventoried outside of the facility. • OPERATOR will store and/or report prohibited belongings as required by law.
Other	<ul style="list-style-type: none"> • OPERATOR will participate in the Continuum of Care system through the Homeless and Housing Alliance (HHA) meetings and subcommittees. • OPERATOR will coordinate with other contracted service providers to further the achievement of sound routine operations and facility upkeep.
Staffing	
Positions	<ul style="list-style-type: none"> • OPERATOR will maintain 24 hour staffing.
Background Checks	<ul style="list-style-type: none"> • OPERATOR is responsible for criminal, child abuse and driving background checks on all staff and volunteers; according to State guidelines and Facility Security Plan with regard to process and results.
Staff Schedule	<ul style="list-style-type: none"> • OPERATOR will maintain staff schedule and Policies and Procedures. The PPM's shall include the Client Handbook; Operations Manual; Life Skill curriculum; New Client Orientation Program; staffing issues (twenty-four (24) hour coverage, schedule, background checks, recruitment, etc.; referral list; case management; and HIPAA guidelines, and other policies and procedures.
Supervision	<ul style="list-style-type: none"> • OPERATOR will provide twenty-four (24) hour on-site supervision of the facilities with an extensive on-call system to ensure twenty-four (24) hour staff coverage, emergency crisis response, and availability to COUNTY and referral agencies. The OPERATOR shall conduct regular staff and shift change meetings to ensure coordination among staff.
Certifications	<ul style="list-style-type: none"> • OPERATOR will ensure all employees will be certified in CPR, AED, First Aid and other required training.
First Aid	<ul style="list-style-type: none"> • OPERATOR shall have first aid equipment and supplies maintained on- site with staff trained in their use.
Facilities and Maintenance	
Damage	<ul style="list-style-type: none"> • OPERATOR will promptly report the need for any maintenance or repair required to the premises by submitting the proper County Work Order request to Palm Beach County Facilities, Development and Operations. Or using the Emergency phone number as provided, for items directly affecting the life/safety of the occupants or structure.
Facility Improvements	<ul style="list-style-type: none"> • OPERATOR shall submit Requests for Services to Facilities Development & Operations/Facilities Management Division for any desired improvements to the facility. • OPERATOR shall not be permitted to make any improvements to the facility.

Environmental Cleaning	<ul style="list-style-type: none"> • OPERATOR will maintain a clean and safe environment between routine cleanings and shall allow health, fire and other appropriate inspections from the COUNTY and from other required agencies.
Furnishings, Fixtures and Equipment IFFEI	<ul style="list-style-type: none"> • OPERATOR will be responsible for minor repairs to the furnishings, fixtures, and equipment which will be done by the handyman/resident manager. • OPERATOR will report the need for major repairs to fixtures, equipment and fixed furnishings to COUNTY for physical repair. The COUNTY will repair unless failure is caused by acts of the OPERATOR or occupants. In this event, the OPERATOR shall be responsible for paying for the repairs. • Operator will be responsible for ensuring that its clients do not abuse or damage the furnishings, fixtures, and equipment. • OPERATOR will account for donation, including furniture and equipment and other durable goods, which shall become property of the County for use at the temporary emergency shelter • OPERATOR will be responsible for tracking and recording of donated items in accordance with County Policy. An asset list must be kept current at all times.
Management of COUNTY-Owned Assets	<ul style="list-style-type: none"> • OPERATOR will be responsible for the management of all non-fixed COUNTY owned personal property in accordance with COUNTY policy.
Grounds Maintenance	<ul style="list-style-type: none"> • OPERATOR shall keep grounds free of litter and debris.
Plumbing	<ul style="list-style-type: none"> • OPERATOR will ensure that the toilets, sinks, showers and other plumbing fixtures are unclogged and not abused or damaged by clients. • The OPERATOR will be responsible for clogged toilets (including gaskets and internal parts such as flush mechanism; general sink and shower facet leaks; AC filters; etc.). • OPERATOR is responsible for including language in their client handbook in regards to the tenant's responsibility for care of their plumbing and if damaged, Operator is responsible for ensuring it gets repaired. • The OPERATOR shall contact the COUNTY for any failures or major repair requested for plumbing issues that cannot be resolved in-house.
Smoking Areas	<ul style="list-style-type: none"> • OPERATOR will enforce designated smoking areas.
Recreation Area	<ul style="list-style-type: none"> • OPERATOR will maintain outside recreation area, including availability for a playground and basic sport and recreational equipment.
Automobiles	<ul style="list-style-type: none"> • OPERATOR will ensure that no unlicensed vehicles shall be allowed to be parked on the premises.
Hazardous Materials	<ul style="list-style-type: none"> • OPERATOR will be responsible for all upkeep of storage areas. Gasoline, flammable products, propane tanks and yard/garden equipment are to be kept in a separate storage area away from the facilities. • OPERATOR will obtain approval from the COUNTY for the storage of all products which require monitoring or environmental controls such as gasoline, flammable projects, paint, solvents, cleaning chemicals, etc.

	<ul style="list-style-type: none"> • OPERATOR shall submit in their request the MSDS for the product, the storage location and type that meets the requirements and shall be responsible for all costs associated with same.
Permits and Licenses	<ul style="list-style-type: none"> • OPERATOR will be responsible for posting all applicable copies of safety and licensing permits and shall maintain such permits on file/posted.
Security	<ul style="list-style-type: none"> • OPERATOR will coordinate duties of security personnel with the COUNTY's security provider's personnel working during each shift pursuant to the Facility Security Plan.
Laundry Services	<ul style="list-style-type: none"> • OPERATOR will establish, implement and monitor use procedures for the communal laundry room.
Computers	<ul style="list-style-type: none"> • OPERATOR will ensure computers (to include CPU, monitor, and printer provided by COUNTY) with access to Client Management Information System (CMIS) for managing client and program information as well as ensuring that related support is secured and policies regarding computer use are adhered to.
Fire Drills	<ul style="list-style-type: none"> • OPERATOR shall conduct or otherwise assist with required fire drills as per COUNTY policy.
Client Phone Access	<ul style="list-style-type: none"> • OPERATOR will provide phone access to participants. • OPERATOR staff will take phone messages for participants and deliver messages.
Records to be available for review as needed by COUNTY	<ul style="list-style-type: none"> • Personnel records of staff involved in the program, including payroll. • Daily activity log schedule and a monthly calendar. • Training modules. • Client Satisfaction surveys. • Pre and post evaluation (where applicable). • Follow-up/statistical data logs. • Client records.
Pest Control	<ul style="list-style-type: none"> • OPERATOR will contract for interior and exterior pest control.
Janitorial Services	<ul style="list-style-type: none"> • OPERATOR will contract for janitorial services of all common areas and restrooms.
Grounds	OPERATOR will contract for grounds maintenance.
Refuse/Recycling Collection	<ul style="list-style-type: none"> • OPERATOR will contract for refuse/recycling collection services. • OPERATOR will ensure that refuse/recycling materials are routinely removed from the individual living units and disposed in the common designated areas. • OPERATOR will ensure that the refuse collection areas are kept organized and free of overflowing trash, littering and/or free-dumping. • OPERATOR will ensure that the trash/recycling dumpsters are in good condition and meet regulatory requirements.

Budget/Fiscal Accountability	
Budget	<ul style="list-style-type: none"> • OPERATOR will maintain and provide a detailed operating budget to the COUNTY; which includes specific line items and corresponding amounts.
Audit	<ul style="list-style-type: none"> • OPERATOR will use established and generally accepted accounting practices. An audit of each year while under Contract with the COUNTY shall be conducted by an independent Certified Public Accountant at the OPERATOR's expense. All revenue received by the OPERATOR from the COUNTY shall be credited to the fiscal year of receipt, unless otherwise designated
Documentation	<ul style="list-style-type: none"> • OPERATOR will provide reports, records, or other documentation concerning any fiscal matter or program-related services provided to the COUNTY, in such a manner and at such times as may be required by the COUNTY and/or any granters.
Expenses and Reimbursement	<ul style="list-style-type: none"> • OPERATOR will be responsible for all operational expenses including but not limited to cell telephones, printing, postage, shipping and cleaning supplies. • OPERATOR will be entitled to be reimbursed for costs incurred which are included in the approved budget. If the costs incurred are not in the approved budget, the OPERATOR shall be responsible for those costs and will have the obligation to do all the work called for by this Contract.
Financial Statement	<ul style="list-style-type: none"> • OPERATOR will submit statement(s) of financial conditions that shall include detail of assets, liabilities, operating reserve, monthly and year-to-date income expense as requested.
Contribution of Operating Expense	<ul style="list-style-type: none"> • OPERATOR will be supportive of fund raising efforts conducted by the Homeless Coalition of Palm Beach County and will seek to raise funds as needed for the operation or expansion of the facility.

County Responsibilities	
Program Oversight and Inspections	<ul style="list-style-type: none"> • COUNTY will monitor compliance with contract requirements. • COUNTY will conduct regular desk and file audits. • COUNTY will make periodic on-site inspections to ensure custodial upkeep of the facilities/property. • COUNTY will participate on/staff Neighborhood and Corridor Committees as needed.
Facility Maintenance and Repair	<ul style="list-style-type: none"> • COUNTY will be responsible for the provision, maintenance and cost of electricity, water and sewer services for the Facility. • COUNTY will be responsible for the repair and maintenance of the major components of the facility, including, but not limited to, the roof, foundation, heat pumps, wells, life/safety systems, major electrical and plumbing repairs and pavement, exterior door locks, unless failure is caused by acts of the OPERATOR or occupants. In this event, the OPERATOR shall be responsible for paying for the repairs. OPERATOR is responsible for timely reporting damaged and broken items to the COUNTY for repair. • COUNTY will conduct preventative maintenance for major components such as heating, air-conditioning, water, sewer, air quality and roof to ensure the structures of the facilities in accordance with all applicable building codes.
Routine Maintenance	<ul style="list-style-type: none"> • COUNTY will ensure the proper operation of and coordinate with the OPERATOR on all maintenance and repairs (non-emergency) on the facility. These include but are not limited to, components such as doors, windows, locks, plumbing fixtures, plumbing stoppages, electrical switches, and outlets, lights and light fixtures, thermostats, cosmetic wall repairs, and other operations. • COUNTY will ensure that the buildings have smoke detectors, sprinkler systems and fire extinguishers for each floor that conform to all safety rules and regulations. County will observe fire drills and review fire drill documentation.
Telephones and Computers	<ul style="list-style-type: none"> • COUNTY will provide telephones and computers for OPERATOR's staff use.
Security	<ul style="list-style-type: none"> • COUNTY will contract with a security service provider 24 hours per day, 365 days per year.

DEFINITIONS AND DESCRIPTIONS

Operations include, but not limited to:

- **Engagement Services**, which encompass activities that build relationships with Clients, data entry into CMIS.
- **Case Management**, which encompasses: outreach and engagement, program eligibility determination, intake & assessment, VI-SPDAT and SPDAT, housing & service plan development, case note entry, linkage & referral to community & mainstream resources, case management sessions, referral and linkage to housing placement, job placement assistance, legal assistance, credit repair & budgeting, supplies, financial assistance, monitoring & evaluating program participant performance, data entry into CMIS, clinical case management supervision, clinical risk management supervision, attendance to meetings & staffing, vehicle leasing, rapid re-housing placement and follow-up, initial & on-going professional training & certification/licensing fees, computer, cell phone utilization, & mileage.
- **Housing Services**, which encompasses: twenty-four (24) hour supervision of residents, tracking bed utilization, meal coordination, oversight of laundry services & on-site laundry equipment, coordination of hot box and room heaters (bedbugs), logging & securing of participant's belongings, room assignments, coordination of life skills

training, coordination of computer utilization by participants & computer supplies, coordination of participant supplies, conducting and evaluating background screenings, coordination of screening for weapons, coordination of day to day operation and on-site services, coordination of neighborhood meetings and issues, marketing HRC, conducting outreach to provide community education, attendance at agency, HRC, and/or homeless service provider meetings, preparation and distribution of reports as required, coordination of volunteers and clothes closet, coordination of security and transportation, coordination of reception services and twenty-four (24) phone line, coordination of healthcare services.

- **Medical Services**, which encompasses: health screening and evaluation, first aid, maintenance of client records in CMIS/HMIS, referral and linkage to medical services.
- **Transportation Services**, which encompass conducting travel for participants, including purchase of bus passes for clients, laundry, and meals, and fuel, insurance, vehicle leasing, ongoing maintenance, and tracking and recording of mileage.
- **Navigation Services**, including, but not limited to: referral services individuals and/or families with at least one (1) child under the age of eighteen (18) experiencing homelessness to the HRC-1 Lewis Center, HRC-2, and/or Western Shelters', activities that build relationship with Clients, intake, linkage & referral to community & mainstream resources, data entry into HMIS/CMIS, conducting outreach to provide community education, and development and oversight of Policies and Procedures for the HRC-1 Lewis Center Navigation Services.

Administration includes, but not limited to:

- **Administrative** Services is capped at ten percent (10%) and encompasses: participation in neighborhood meetings, conducting or participating in HRC related fund raising events, evaluation of fiscal, grant, HMIS/CMIS, and funding reports as required, grant writing, payment of leases (first and security) and utilities, general fiscal accounting and auditing of expenditures, supervision of staff, cell phone utilization, and mileage.

EXHIBIT B-2**FY 2022-2024 HOMELESS RESOURCE CENTER (HRC) OPERATION
UNITS OF SERVICE RATE AND DEFINITION**

Agency Name: Gulfstream Goodwill Industries, Inc.
Program Names: Lewis Center and Western Shelters HRC operations

Description	Total FY 2022	Total FY 2023	Total FY 2024	Total 3 Year Contract Amount
The provision of HRC Lewis Center Operations as described in EXHIBIT A will be reimbursed based on actual costs plus 10% admin.	\$2,300,244	\$2,300,244	\$2,300,244	\$6,900,732
The provision of HRC Western Shelters Operations as described in EXHIBIT A will be reimbursed based on actual costs plus 10% admin.			\$1,591,029	\$1,591,029
	\$2,300,244	\$2,300,244	\$3,891,273	\$8,491,761

For all service categories listed above, expenses (including 10% admin), will be reimbursed at the actual cost of services listed in the monthly submission as evidenced by agency general ledger or other proof of payment documents.



**Palm Beach County
Compliance Summary Report**

Vendor Number	Vendor Name	AM Best Rating	Insurance Carrier	Policy #	Eff. Date	Exp. Date
DX00001875	Gulfstream Goodwill Industries, Inc.	Modified	Compliant			
		Ag , XIV	Markel Global Reinsurance Company	FITXS339302023	6/1/2023	6/1/2024
		Ag , XIV	Markel Global Reinsurance Company	FITGL339302023	6/1/2023	6/1/2024
		Ag , XIV	Markel Global Reinsurance Company	FITGL339302023	6/1/2023	6/1/2024
		Ag , VIII	Benchmark Insurance Company	FITWC339302023	6/1/2023	6/1/2024

Risk Profile : Standard - General Services
Required Additional Insured : Palm Beach County Board of County Commissioners
Ownership Entity :