

**PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS**

AGENDA ITEM SUMMARY

Meeting Date: September 16, 2025

[X] Consent

☐ Regular

[] Ordinance

☐ **Public Hearing**

Department

Submitted By: Community Services

Submitted For: Financially Assisted Agencies

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to approve: Second Amendment to Contract for Provision of Services (R2023-1678) (Second Amendment) with 211 Palm Beach/Treasure Coast, Inc. (211), for the period October 1, 2025 through September 30, 2026, for Transportation Administration Services Pilot (TAS) and General Helpline Services (GHS) for low-income residents of Palm Beach County (County). The Second Amendment will extend the end date and increase the funding by \$298,500 for Fiscal Year (FY) 2026, resulting in a new not-to-exceed Contract amount of \$895,500.

Summary: This Second Amendment is necessary to continue the TAS Pilot and GHS programs currently in place. It will allow 211 to continue providing TAS by helping clients reach their appointments on time with minimal disruption to their personal schedules, and to continue offering GHS to provide support and assistance. TAS and GHS will provide on-demand transportation assistance, as well as general helpline, emergency intervention, and disaster relief/recovery services to approximately 1,500 clients and individuals seeking referral services. Countywide (JBR).

Background and Justification: To address human service needs, the County augments its service offerings by providing funds for programming and services delivered by community-based agencies. The Financially Assisted Agencies (FAA) Program was established in the early 1980s to overcome the adverse impact of reduced federal funding. Since then, it has become a crucial part of the federal, state, and local funding sources that support the County's system of care. The Board of County Commissioners (BCC) has directed staff to pursue data-driven, evidence-based programming and outcome measures to ensure effective improvements in the lives of our County residents. Funded organizations are monitored by the Community Services Department (CSD) to ensure both programmatic and fiscal accountability.

Attachments:

1. Second Amendment to Contract for Provision of Services with 211

Recommended By:

DocuSigned by:

Taruna Mallotra

8/27/2025

Department Director

Date _____

Approved By:

Deputy **County Administrator**

9/2/25

Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2025	2026	2027	2028	2029
Capital Expenditures					
Operating Costs		\$298,500			
External Revenue	\$0	(\$150,000)			
Program Income					
In-Kind Match (County)					
NET FISCAL IMPACT	\$0	\$148,500			

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

Budget Account No.:
Fund 0001 Dept. 740 Unit 2000 Object VAR Program Code VAR Program Period
Fund 1010 Dept. 142 Unit VAR Object VAR Program Code VAR Program Period

B. Recommended Sources of Funds/Summary of Fiscal Impact:
Ad Valorem dollars and Ryan White Funding. The funding source is dependent on client’s needs.

C. Departmental Fiscal Review:

DocuSigned by:
Julie Dowe
3EAC9C7C65F6C4A...

Julie Dowe, Director, Financial & Support Services

III. REVIEW COMMENTS

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

ASDCA 8/27/25
OFMB
QA 8/27
edw 8-27-25

Brands Mark 8/28/25
Contract Development and Control 2678-28-25

B. Legal Sufficiency:

Prosser 8/28/2025
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 November 21, 2023, (R2023-1678), is made on this 16th day of September, 2025, 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., hereinafter referred to as the AGENCY, a not-for-profit corporation authorized to do business in the State of Florida, whose Federal Tax I.D. is 23-7153017.

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

WHEREAS, on November 21, 2023, the above named parties entered into Contract for Provision of Services, (R2023-1678) (the Contract), in an amount not to exceed \$298,500 to provide certain services; and

WHEREAS, on September 17, 2024, the above-named parties entered into a First Amendment to the Contract for Provisions of Services, (R2024-1193) (First Amendment), which added a second one-year term and increased the total Contract amount by \$298,500.00 for a total amount of \$597,000; and

WHEREAS, the need exists to amend the Contract to: add a third one-year term by amending **ARTICLE 4 SCHEDULE**; increase the not-to-exceed Contract amount by amending **ARTICLE 5 PAYMENTS TO AGENCY**; revise **ARTICLE 14 NONDISCRIMINATION**; removal of and notation for **ARTICLE 17 CONTRACTING WITH SMALL AND MINORITY BUSINESSES, WOMEN'S BUSINESS ENTERPRISES, LABOR SURPLUS FIRMS**; update **EXHIBIT A- SCOPE OF WORK** by updating the number of clients served; and replace **EXHIBIT B-1** with **EXHIBIT B-2**.

NOW THEREFORE, the COUNTY and the AGENCY mutually agree that the Agreement entered into on November 21, 2023, is hereby amended as follows:

- I. The foregoing recitals are true and correct and incorporated herein by reference and made a part of the parties' Agreement.
- II. The first paragraph of **ARTICLE 4 SCHEDULE** is amended to read as follows:

The term of this Agreement shall be for three (3) year starting October 1, 2023, and ending on September 30, 2026.
- III. The first paragraph in **ARTICLE 5 PAYMENTS TO AGENCY** is 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 Agreement amount of **EIGHT HUNDRED NINETY-FIVE THOUSAND FIVE HUNDRED DOLLARS AND ZERO CENTS (\$895,500.00)**, of which **TWO HUNDRED NINETY-EIGHT THOUSAND FIVE HUNDRED DOLLARS AND ZERO CENTS (\$298,500.00)** is budgeted in Fiscal Year 2026.

IV. **ARTICLE 15-NONDISCRIMINATION** is revised to read as follows:

The COUNTY is committed to assuring equal opportunity in the award of contracts and complies with all laws prohibiting discrimination. Pursuant to Palm Beach County Resolution R2025-0748, as may be amended, the AGENCY warrants and represents that throughout the term of the Agreement, including any renewals thereof, if applicable, 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, or genetic information. Failure to meet this requirement shall be considered a default of the Agreement.

As a condition of entering into this Agreement, the AGENCY represents and warrants that it will comply with the COUNTY'S Commercial Nondiscrimination Policy as described in Resolution R2025-0748, as amended. As part of such compliance, the AGENCY shall not discriminate on the basis of race, color, national origin, religion, ancestry, sex, age, marital status, familial status, sexual orientation, disability, or genetic information in the solicitation, selection, hiring or commercial treatment of subcontractors, vendors, suppliers, or commercial customers, nor shall the AGENCY retaliate against any person for reporting instances of such discrimination. The AGENCY shall provide equal opportunity for subcontractors, vendors and suppliers to participate in all of its public sector and private sector subcontracting and supply opportunities, provided that nothing contained in this clause shall prohibit or limit otherwise lawful efforts to remedy the effects of marketplace discrimination that have occurred or are occurring in the COUNTY'S relevant marketplace in Palm Beach County. The AGENCY understands and agrees that a material violation of this clause shall be considered a material breach of this Agreement and may result in termination of this Agreement, disqualification or debarment of the AGENCY from participating in COUNTY contracts, or other sanctions. This clause is not enforceable by or for the benefit of, and creates no obligation to, any third party. AGENCY shall include this language in its subcontracts.

V. **ARTICLE 17 CONTRACTING WITH SMALL AND MINORITY BUSINESSES, WOMEN'S BUSINESS ENTERPRISES, LABOR SURPLUS FIRMS** is removed and the notation of [INTENTIONALLY OMITTED] is added in its place.

VI. **EXHIBIT A-SCOPE OF WORK AND SERVICES** is replaced in its entirety by **EXHIBIT A-1 SCOPE OF WORK AND SERVICES**, attached hereto and incorporated herein by reference.

VII. **EXHIBIT B-1** is replaced in its entirety with **EXHIBIT B-2**, attached hereto and incorporated herein by reference.

VIII. All other provisions of the Agreement and the First Amendment 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:

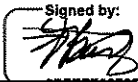
Michael A. Caruso
Clerk of Circuit Court & Comptroller
Palm Beach County

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

BY: _____
Deputy Clerk

BY: _____
Maria G. Marino, Mayor

AGENCY:
211 Palm Beach/Treasure Coast, Inc.

BY: 

AGENCY'S Signatory Name

Thomas (Ty) Barnes, President/CEO
AGENCY'S Signatory Name Typed

APPROVED AS TO FORM AND
CONDITIONS
LEGAL SUFFICIENCY

APPROVED AS TO TERMS AND

BY:  
Assistant County Attorney

BY: 

Department Director
Community Services Department

FY 2026 CONTRACT FOR PROVISION OF SERVICES
SCOPE OF WORK

Agency Name:	211 Palm Beach/Treasure Coast, Inc.
Program Name:	Transportation Administration Services (TAS) Pilot and General Helpline Services
Location:	Palm Beach County – Countywide
Target Population:	Palm Beach County Community Services Department (CSD) Clients and/or CSD contracted agencies, their families, and their caregivers
Funding Priority:	Transportation Administration Services (TAS) Pilot and General Helpline Services

Overview:

211 Palm Beach/Treasure Coast, Inc. (AGENCY), will provide and/or coordinate TAS for the target population (as determined by the CSD approved referral sources) from the individual’s current location. TAS will include transportation from the target population’s location to, medical appointments or pharmacies, and/or other healthcare providers, detoxification facilities, public assistance offices and other local service providers such as Career Source. The goal of the service is to ensure clients make it to their appointments on time with minimal impact on their personal schedule. Additionally the program will provide transportation access to meet the target population’s need for rides in the moment, utilizing rideshare, taxi, or other licensed and insured car service providers, prioritizing cost effectiveness and efficiency of the service when accessible.

AGENCY will provide TAS coordination services for CSD approved referral sources twenty-four (24) hours a day, seven (7) days a week. However, peak TAS coordination services will be provided Monday-Friday from 8:00am–6:00pm, and CSD approved referring sources will make referrals at least one-day in advance.

When not providing TAS Pilot Services, AGENCY will provide General Helpline Services through the AGENCY’s General Helpline, to provide an array of support and assistance, including information, assessment, advocacy, referral and linkage to appropriate community agencies, as well as crisis intervention and suicide prevention.

Services:

TAS Program: Eligible target population referrals for transportation will come from CSD approved referral sources. The AGENCY is expected to be able to respond to ride referral requests within 30 minutes of referral. AGENCY is expected to respond immediately to ride referral requests during regular business hours (Mon-Friday, 8am – 6pm) and will have a mechanism in place to accommodate after hours and weekend ride referral requests. The AGENCY is also expected to be able to accommodate needs for rides requests in the moment, utilizing a provider that AGENCY has a contract and/or billing relationship, prioritizing cost effectiveness and efficiency of the

service when reasonable. The goal of the transportation administration service is to ensure clients make it to their appointments on time.

AGENCY efforts should align with the following:

- Serve as the administrative agent for CSD transportation services
- Have necessary agreements in place with ride share/taxi/transportation companies to allow for door-to-door services for CSD referred clients
- Receive referrals from CSD referral sources on behalf of CSD referred clients 24/7
- Use the Resource & Referral Portal for transportation requests that can be scheduled greater than 24 hours in the future
- Provide a mechanism and process for on-demand/same day transportation when trips need to be scheduled with less than 24 hours' notice
- Provide a mechanism to accommodate transportation via Palm Tran, Tri-rail, or other fixed route transportation service upon request of CSD
- Reimburse the actual cost for scheduled rides, plus 10% handling fee
- Provide monthly summary reports to include unduplicated # of clients served, details of rides scheduled (origin, destination, miles, etc.), costs incurred, staff time/units, and other metrics requested by County.

General Helpline Program services include and are defined as follows:

1. Information, Assessment, & Referral
 - a. Assessing the caller's needs, identifying resources to meet those needs, and providing a referral to identified resources. This may involve assessment of the presenting situation and clarification of needs, along with an evaluation of appropriate resources.
 - b. Providing a limited response to requests for non-complex information along with agency names, telephone numbers, addresses, program descriptions, eligibility criteria, and application processes.
 - c. Providing direct telephone linkage to the needed service, upon caller request or upon affirmative response by the caller when this is suggested as an option.
 - d. Providing additional efforts to locate services in complicated or resource-limited circumstances, including the provision of intensive, short-term support in navigating the complex health and human services system.
2. Emergency Intervention – providing assistance by contacting law enforcement, fire/rescue or the abuse registry.
3. Disaster Relief/Recovery – providing information and referral services upon activation by Palm Beach County, state, and/or federal agencies. 211 also answers the National Disaster Distress Helpline and provides information, referral, and crisis intervention assistance.

Estimated Number of Clients Served through TAS Program: 1,500

FY 2025-2026 CONTRACT FOR PROVISION OF SERVICES
UNITS OF SERVICE RATE AND DEFINITION

Agency Name: 211 Palm Beach/Treasure Coast, Inc.
Program Name: Transportation Administration Services (TAS) Pilot and General Helpline Services

Description	FY 2024 Contract Amount	FY 2025 Contract Amount	FY 2026 Contract Amount	Total Contract Amount
TAS and General Helpline Program Services: The provision of Transportation Admin Services Pilot and General Helpline Services through One (1) Full Time Equivalent (FTE) position as described in EXHIBIT A-1 will be reimbursed on actual costs.	\$268,650	\$268,650	\$268,650	\$805,950
Administrative Costs (Capped at 10%)	\$29,850	\$29,850	\$29,850	\$89,550
Total	\$298,500	\$298,500	\$298,500	\$895,500

For all service categories listed above, expenses will be reimbursed at the actual cost of services listed in the monthly submission. The backup documentation – copies of paid receipts, copies of checks, invoices, or any other applicable documents acceptable to the Palm Beach County Department of Community Services will be requested via desk and/or on-site monitoring on a periodic basis.

The cost allocations are to be completed and posted by service category, delineating program and administrative costs, to the general ledger on a monthly basis. Additionally, the administrative costs shall be maintained at individual service category. Shall be available in the detailed general ledger, and shall support the units of services billed.

CONTRACT EXHIBIT

NONGOVERNMENTAL ENTITY HUMAN TRAFFICKING AFFIDAVIT
Section 787.06(13), Florida Statutes

THIS AFFIDAVIT MUST BE SIGNED AND NOTARIZED

I, the undersigned, am an officer or representative of 211 Palm Beach Treasure Coast
(CONTRACTOR) and attest that CONTRACTOR does not use coercion for labor or services as
defined in section 787.06, Florida Statutes.

Under penalty of perjury, I hereby declare and affirm that the above stated facts are true
and correct.


(Signature of Officer or Representative)

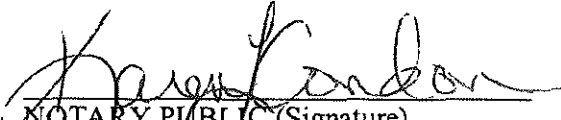
Thomas Barnes
(Printed Name of Officer or Representative)

State of Florida, County of Palm Beach

Sworn to and subscribed before me by means of ☒ physical presence or ☐ online notarization
this, 30 day of July, 2025, by Thomas Barnes.

Personally known ☒ OR produced identification ☐.

Type of identification produced _____.


NOTARY PUBLIC (Signature)
My Commission Expires:
State of Florida at large



(Notary Seal)

2-1-1

Palm Beach and
Treasure Coast

BOARD OF DIRECTORS

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Lytal, Reiter, Smith, Ivey & Fronrath
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Lee Williams
Addison Appraisal
Immediate Past Chair

Thérèse M. Shehan
TMS Partners, LLC
*AD HOC Executive Member
(HR Consultant)*

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Palm Beach County

Acharya Marshall
Florida Power & Light Company

Rachel Needle, Psy.D.
Whole Health Psychological Ctr.

Ruben Rodriguez
JP Morgan Wealth Management

Ty Barnes
President/CEO

Mr. James Green
Director of Community Services
Palm Beach County Community Services Department
810 Datura Street
West Palm Beach, FL 33401

Subject: Authorized Agency Signer Confirmation

Dear Mr. Green,

This letter serves as formal notification that Thomas (Ty) Barnes, President and Chief Executive Officer of 211 Palm Beach/Treasure Coast, Inc., is the Authorized Agency Signer for all documents provided by the Community Services Department (CSD).

While the most recently filed Sunbiz report continues to list Sharon L'Herrou as CEO/Director, please note that there has been a leadership transition and Mr. Barnes now holds the position of President/CEO with full authority to sign on behalf of the organization.

Should you require any additional documentation to support this change, please do not hesitate to contact us.

Sincerely,



Ty Barnes
President / CEO

211 HelpLine | P.O. BOX 3588 | Lantana, FL 33465 | Tel. (561) 547-8637 | Fax (561) 547-8639

www.211PalmBeach.org

TIN 23-7153017

FOLLOW US



www.211TreasureCoast.org

Registration CH-2105

2025 FLORIDA NOT FOR PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# 722018

Entity Name: 211 PALM BEACH/TREASURE COAST, INC.

Current Principal Place of Business:

415 GATOR DRIVE
LANTANA, FL 33462

Current Mailing Address:

P.O. BOX 3588
LANTANA, FL 33465-3588 US

FEI Number: 23-7153017

Certificate of Status Desired: Yes

Name and Address of Current Registered Agent:

WILLIAMS, LEE
1701 NORTH FEDERAL HIGHWAY
SUITE 4
BOCA RATON, FL 33432 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE: LEE WILLIAMS05/01/2025

Electronic Signature of Registered AgentDate

Officer/Director Detail :

Title	DIRECTOR, SECRETARY	Title	PRESIDENT, CEO, DIRECTOR
Name	ABEL, WILLIAM	Name	L'HERROU, SHARON
Address	P.O. BOX 3588	Address	PO BOX 3588
City-State-Zip:	LANTANA FL 33465-3588	City-State-Zip:	LANTANA FL 33465
Title	DIRECTOR	Title	TREASURER, DIRECTOR
Name	WILLIAMS, LEE	Name	LYNCH, BRENDAN
Address	1701 N FEDERAL HWY STE. 4	Address	10337 NORTH MILITARY TRAIL
City-State-Zip:	BOCA RATON FL 33432	City-State-Zip:	PALM BEACH GARDENS FL 33410
Title	DIRECTOR, VC	Title	DIRECTOR, CHAIRMAN
Name	SWIFT, TRENT	Name	KETTNER, KEN
Address	P.O. BOX 3588	Address	1720 UPLAND RD
City-State-Zip:	LANTANA FL 33465-3588	City-State-Zip:	WEST PALM BEACH FL 33409

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 617, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: SHARON L'HERROUPRESIDENT/CEO05/01/2025

Electronic Signature of Signing Officer/Director DetailDate