REQUEST FOR PROPOSALS & RENEWAL INFORMATION GUIDANCE

Financially Assisted Agencies
FY 2017
October 1, 2016 - September 30, 2017

Released: April 4, 2016
Due date: May 13, 2016 12:00 p.m. (Noon) EST

**Palm Beach County Board of County Commissioners
Department of Community Services
810 Datura Street, Suite 200
West Palm Beach, Florida 33401
(561) 355-4700**

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READ CAREFULLY AND COMPLY WITH ALL REQUIREMENTS

I.   GENERAL INFORMATION

The purpose of this Request for Proposals (RFP) is for the Department of Community Services (DCS) to receive proposals from qualifying non-profit organizations to provide services related to the approved Service Categories. Further information can be found in the Palm Beach County Administrative Code Section 305.07 "Payment to Delegate Agencies." The Health and Human Services Element of the *Comprehensive Plan of Palm Beach County* delineates goals and objectives that address the availability of health and human services necessary to protect the health, safety and welfare of its residents. In conjunction with the HHS Element, the Board of County Commissioners adopted Resolution R-2013-1563 which created the Citizens Advisory Committee on Health & Human Services (CAC/HHS). The CAC/HHS through, Section 3.D. Roles & Responsibilities of Resolution R-2013-1563 makes recommendations on an annual basis during the Financially Assisted Agency funding process regarding the service and funding priorities, outcomes and contract requirements.

Applicant requirements:
- Organizations will clearly identify how their service/program(s) address the Service Categories and system of care as approved by the Board of County Commissioners.
- All applicants seeking County assistance must be chartered or registered with the Florida Department of State, have been incorporated for at least one agency fiscal year, and have provided services for at least six (6) months.
- All applicant agencies must hold current and valid 501(c) (3) status as determined by the Internal Revenue Service.
- All applicants must demonstrate accountability through the submission of acceptable financial audits performed by an independent auditor.

II.   OFFICIAL NOTICE OF REQUEST FOR PROPOSALS

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PALM BEACH COUNTY
DEPARTMENT OF COMMUNITY SERVICES
FINANCIALLY ASSISTED AGENCIES FY 2017
NOTICE OF REQUEST FOR PROPOSALS

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Palm Beach County, Department of Community Services (DCS), will be accepting proposals for the Financially Assisted Agencies program for Fiscal Year 2017 (October 1, 2016 – September 30, 2017). Contracts issued will be for one (1) year with two (2) one-year extensions at the option of the County. Guidelines for proposals will be available on April 4, 2016.

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FINANCIALLY ASSISTED AGENCIES 2017

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Eligible Applicants: Not-for-Profit agencies holding current and valid 501(c) (3) status as determined by the Internal Revenue Service.

Service Categories:

- Economic Stability/Poverty
- Senior Services

For a complete description of Service Category eligible activities, please refer to the Recommendations for Services sections.

Proposals and Amount of Funds Requested: All proposals must be category-specific in service categories that are accepting RFPs. Applicants are not limited in the number of proposals submitted. The funding available for this RFP will be determined by the Board of County Commissioners.

Mandatory Bidder's Conference:
There will be a mandatory bidder's conference held on April 11, 2016 for all agencies submitting proposals. Confirmation of attendance must be received no later than April 7, 2016 at 5:00 p.m. Please confirm your reservation and Service Category (ies) that you will be submitting proposals for with the department through *Stessy Cocerez* at scocerez@pbcgov.org. Verification of attendance will be sent via email. Please let our staff know if you do not receive a timely confirmation. Agencies are asked to limit their reservations to three (3) attendees due to space limitations.

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MANDATORY BIDDER'S CONFERENCE
Monday, April 11, 2016
1:00 p.m.
Mayme Frederick Building
1440 MLK Blvd
Riviera Beach

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Proposal Guidelines
The RFP Guidance is available at:

http://www.pbcgov.com/communityservices/programs/financiallyassisted/

Paper copies are available upon request.

All proposals will have to be submitted through the Community Services Financially Assisted Agencies (FAA) RFP Submission website which is located at the following link:

http://www.cybergrants.com/pbc/proposal

Submission through the website must be completed by **May 13, 2016 at 12:00 p.m. (Noon)** in order for a proposal to be considered.

Additional resources and information are available at:

http://www.pbcgov.com/communityservices/programs/financiallyassisted/

http://www.pbcgov.com/communityservices/citizenadvisory.htm

The FAA RFP Guidance is for reference purposes only, as the proposal must be submitted through the Palm Beach County Financially Assisted Agencies (FAA) RFP Submission website.

DEADLINE DATE: Completed proposals, submitted through the Palm Beach County FAA RFP Submission website must be completed and received by **12:00 p.m. (Noon), on May 13, 2016**. Proposals submitted after 12:00 p.m. (Noon) to the website will not be accepted or reviewed.

Technical Assistance: Any requests for technical assistance must be requested in writing and emailed to Channell Wilkins at cwilkins@pbcgov.org. All questions and answers will be made available for the public to review at http://www.pbcgov.com/communityservices/programs/financiallyassisted/.

Staff will not be available to answer questions after May 12, 2016 which is one day before the submission deadline.

Presentations: Proposers may be asked to make an oral presentation before a review panel in advance of contract awards.

IN ACCORDANCE WITH THE PROVISIONS OF THE ADA, THIS AD AND DOCUMENTS LISTED CAN BE REQUESTED IN AN ALTERNATE FORMAT. AUXILIARY AIDS OR SERVICES WILL BE PROVIDED UPON REQUEST WITH AT LEAST THREE DAYS NOTICE (CONTACT DCS AT (561) 355-4718 or scocerez@pbcgov.org**)**

PUBLISH DATE: April 3, 2016

III. TIMELINE

**FINANCIALLY ASSISTED AGENCIES FY 2017
REQUEST FOR PROPOSAL TIMELINE**

2016

February:	Conduct public forums in each of the service categories
March 10:	Citizens Advisory Committee (CAC) information update on RFP process
March:	Memo to BCC updating on RFP process for FY 2017
April 3:	RFP advertised
April 4:	RFP available for public
April 11:	Mandatory Bidder's Conference
May (1st week):	Reviewer Training
May 12:	Final day to submit written questions
May 13 NOON:	RFPs submission deadline
May 25-26:	**Economic Stability/Poverty** Review Panel meets to finalize reviews and proposal scoring. DCS Administration, 810 Datura Street, Basement Conference Room, West Palm Beach
	Seniors Services Review Panel meets to finalize reviews and proposal scoring. DCS Administration, 810 Datura Street, Basement Conference Room, West Palm Beach
May 31-June 3:	Staff reconciles committee rankings, funding availability and develops recommended allocations
June 10:	County Administration reviews FAA recommendations
July:	Presentation of FY 2017 FAA recommendations to BCC

IV.   CRITERIA FOR SERVICE CATEGORIES

**FINANCIALLY ASSISTED AGENCIES RFP 2017
CRITERIA FOR SERVICE CATEGORIES**

3-Year Funding Cycle:
The following service categories that will be up for competitive proposals will be issued a one (1) year contract with two (2) possible renewals, depending on BCC approval each year.

1.   **Economic Stability/Poverty**
2.   **Senior Services**

V.   CONE OF SILENCE

**CONE OF SILENCE
FINANCIALLY ASSISTED AGENCIES
FY 2017**

This RFP includes a Cone of Silence. The Cone of Silence will apply from the date the RFP is due back to the department which is May 13, 2016 until the final FAA allocations are approved by the Board of County Commissioners.

All parties interested in submitting a proposal will be advised of the following:

Lobbying - "Cone of Silence"

Respondents are advised that the "Palm Beach County Lobbyist Registration Ordinance" (Ordinance), a copy of which can be accessed at: http://www.pbcgov.com/legislativeaffairs/pdf/Lobbyist_Registration_Ordinance.pdf is in effect. The Respondent shall read and familiarize themselves with all of the provisions of said Ordinance, but for convenience, the provisions relating to the Cone of Silence have been summarized here**. "Cone of Silence" means a prohibition on any non-written communication regarding this RFP between any Respondent or Respondent's representative and any County Commissioner or Commissioner's staff, any member of a local governing body or the member's staff, a mayor or chief executive officer that is not a member of a local governing body or the mayor or chief executive officer's staff, or any employee authorized to act on behalf of the commission or local governing body to award a contract.** A Respondent's representative shall include but not be limited to the Respondent's employee, partner, officer, director or consultant, lobbyist, or any, actual or potential subcontractor or consultant of the Respondent.

The Cone of Silence is in effect as of the submittal deadline. The provisions of this Ordinance shall not apply to oral communications at any public proceeding, including pre-bid conferences, oral presentations before selection committees, and contract negotiations during any public meeting. The Cone of Silence shall terminate at the time that the BCC awards or approves a contract, rejects all proposals or otherwise takes action which ends the solicitation process.

VI. PROPOSAL GUIDELINES

2017 Financially Assisted Agencies
Proposal Guidelines

START A NEW APPLICATION – DO NOT USE AN OLD ONE

General Information – complete the "Cover Page" which is in the Addendum section of the Community Services Financially Assisted Agency (FAA) RFP Submission website:

1. Name of Applicant Agency
2. Service Category - identify the service category in which the proposal is being submitted
3. Program Title
4. Specific Target Population – including number to be served
5. Geographic Area Served
6. Commission Districts Served
7. Program Status (existing or new program)
8. Program Start Date (if a new program)
9. Total Program Budget (program's total budget during the time period for which you are requesting funding)
10. Amount of Funding Request (how much you are requesting in the proposal)
11. Unit Cost Service Description
12. Unit Cost of Service
13. Identify if agency is currently certified by Nonprofits First or another accreditation entity approved by DCS
14. Overview (**3 sentence overview of the program** – this must be short and concise and will be used to communicate the purpose of programs and services to the Board of County Commissioners and various publications)

Summary

Please submit a proposal:

- Addressing all components of the Community Services FAA RFP Submission website http://www.cybergrants.com/pbc/proposal. All applicants attending the mandatory bidder's conference will be approved to submit a full proposal. The full proposal can be revised prior to final submission which is due no later than *May 13, 2016 at 12:00 p.m NOON.*
- Written in plain language; a narrative that fully addresses all questions in the FAA RFP Guidelines.
- That is understandable to people unfamiliar with your organization or your area of expertise.
- That specifically addresses the funding priorities set out in this Request for Proposal.
- That specifically addresses the questions in the addendum which is part of the proposal and will be found on the Community Services FAA RFP Submission website.
- Please refer to the FAA RFP Guidance provided throughout the website for further description or definition of any of the required areas. You can reach that assistance through clicking on any of the titles as they appear on the website itself or through this link: http://www.cybergrants.com/fca/fca_application_guide.html#approach_design

Guidelines for Proposals include:

1. **Need (15 pts)**
   - What is the need (or problem) in Palm Beach County that you are proposing to address (or solve)?
   - Who does this need (or problem) impact in Palm Beach County, including identified subpopulations, if applicable? *(This specifically references the population that you serve – who walks in your doors for services – a profile)*
   - What areas of the County will be served, including zip codes with identified underrepresented populations?

     Ensure the Target Population is clearly defined.
     - Who is impacted by the problem, need, or issue.
     - Defining characteristics and important socio-economic demographics of your target population.
     - The size of your target population.
     - How many members of the target population your project will serve.
     - The geographic location (town, community, neighborhood, etc.) where members of the target population who are served by your project are located.
     - How the target population was involved in determining the need for the project.
     - How the target population was involved in the development and/or implementation of the project.

   - What local Palm Beach County data or evidence exists to document the need (or problem)?

     Ensure data sources are cited.

   - Clearly define the poverty level of the clients to be served, including the method and tools used to calculate the income level. (FOR ECONOMIC STABILITY/POVERTY PROPOSALS ONLY.)

2. **Approach and Design (25 pts)**
   - What will your program do to meet this need (or solve this problem)?
   - What specific activities will your program complete?
   - What services will your program provide?
   - What will your program accomplish during the funding period?
   - How will your program accomplish it?
   - Describe how this proposal is responsive to the FAA RFP service category criteria.
   - Describe how the program assesses clients' needs and links them to identified needed services.
   - Describe how the program collaborates and coordinates with the health and human service system of care.
   - Describe why you think this approach is the best way to engage the target population and help them get to the intended results. Include the research your organization did to identify and design the best approach to serve the target population and solve the problem (or address the need).
   - Scope of Work: In the designated section describe the scope of work. Include the services to be completed (including when, where, and how often they are provided), the timeline for completing each component of the implementation, the target population, the roles and responsibilities of your organization and your project partners.
     Complete the Scope of Work template and upload into the designated section.
   - Project Innovation and Anticipated Challenges: These sections are where you can highlight particular program components that you do not want to be lost in the larger narrative. Please provide a concise but detailed narrative that specifically addresses each section.

3. **Evaluation Approach (25 pts)**
   - Clearly describe evaluation methods and activities of the program being proposed.
   - Complete the 2017 <u>Financially Assisted Agencies (FAA) Evaluation Plan/Logic Model template</u> and upload into the designated section.
   - Ensure outcomes are SMART (specific, measurable, achievable, realistic, time bound).
   - Ensure outcomes are reflective of those stated in the FAA RFP Guidance.
   - Describe how outcomes are tracked electronically.
   - Describe the evaluation measurement tool and how it appropriately measures the outcome.
   - Upload the <u>evaluation measurement tool sample</u> into the designated section.
   - Describe how evaluation processes are incorporated into agency policy and procedures.

   To be answered in the Addendum:
   - Discuss prior outcomes/data that demonstrate success of the services in this proposal, including FAA evaluations as well as other funders' reports.

   Use of indicators that have current state or national data documentation available is highly recommended. Please utilize "A Report of Health & Human Services in Palm Beach County – Based on Key Community Indicators 2010". You can find this document at: http://www.pbcgov.com/communityservices/pdf/Health-Human-Services-Report.pdf.

4. **Available Resources and Sustainability (15 pts)**
   - What other funding has your organization *received* to address this need (or solve this problem)?
   - Are there any partners who will assist your organization in addressing this need (or solving this problem)? If so please describe.
   - <u>Partnership</u> In these sections provide the following information:
     - Project Partners? Yes or No
     - Partners? List partner organization/s
     - Partner Letter or MOU/MOA: Provide concrete Memorandums of Understanding (MOUs) or Memorandums of Agreement (MOAs) which explain how you will address the need.
   - What other funding is *available* to support your organization in addressing this need (or solving this problem)?
   - How will your organization continue to address this need (or solve this problem) if current funding ends?
   - <u>Organization Capacity</u> In this section please provide the following information:
     - Why your organization and your project partners (if applicable) are the right organizations to address the need (or solve the problem).
     - Why your organization and your project partners (if applicable) are the right organizations to work with the target population.
     - The experience and expertise of your organization and your project partners (if applicable) in working with the target population.
     - The experience and expertise of your organization and your project partners (if applicable) in successfully implementing and sustaining projects of similar scope and size.
     - The roles, responsibilities, expertise, and experience of key project staff (including individuals from your organization, your partners, and consultants).

   To be answered in the Addendum:
   - Please describe your use of volunteers in support of program and other agency activities.
   - Please describe how awarded funds will allow you to leverage additional dollars.

5. **Budget (20 pts)**
   - Complete proposed <u>program budget</u> ensuring the requested fund justifications are complete.
   - Ensure administration expenses are limited to 15%.

   Budget Justification (Please describe in detail each of the line items requested in the budget. Employee positions should include brief descriptions of their duties in the program). If you are charging an indirect/administrative percentage fee then you must remove any other line items related to indirect/administrative expenses. If an indirect cost percentage is being requested, an approved cost plan from a cognizant agency must be included.
   - <u>Total Agency Budget</u> – to be attached to the proposal. The Budget forms that are part of the proposal do not need to be utilized for this budget.
   - Ensure FAA portion of the budget is not more than 25% of the Total Agency Budget.
   - Submit most recent audit report. If there were findings, describe corrective actions.
   - Submit Year-End Financial Statements and IRS Form 990. If not submitted explain why.

   To be answered in the Addendum:
   - Submit Unit Cost service description (Is this an industry standard? If so, please state source)
   - Submit Unit Cost of service (Is this an industry standard? If so, please state source)
   - Ensure both the unit cost service description and cost are clear and accurately calculated. Formulas used to arrive at the cost should be included.

Additional Scoring Components

The following five (5) areas will be reviewed and evaluated by the Review Panels after the proposal itself has been read and scored.

To be answered in the Addendum:

- **Underserved Population(s) Served (5 pts)**
  Clearly defined data showing a group needing services currently not provided to them. This should be documented by data that shows a subgroup of the demographic being served is underrepresented in the served population compared to their percentage of the overall population by greater than 10% deviation. Cite all sources.
- **Underserved Area(s) Served (5 pts)**
  A clearly defined zip code or census tract area that has a high service problem/population and no provider that is located with the identified area or in close proximity to the area. This zip/census tract should also be underrepresented amongst the service population. Cite all sources.

Proposers are not to write additional information relevant to these areas. This is for informational purposes only.

- **Performance History (10 pts)** To be provided to the Review Panel by staff. If the program has no history with the County, points will be given based on the Review Panel's knowledge of the program/agency.

- **Nonprofits First Certification or Other Program Accreditation Certificate from an accreditation entity that is approved by DCS. (3 pts)**

- **Priority Area Score** The Review Panel will rank all proposals based on how critical they deem the program is for the system of care.

VII.   TERMS AND CONDITIONS

1. **Proposal Guarantee:**
    Proposer guarantees their commitment, compliance and adherence to all requirements of the RFP by submission of their proposal.

2. **Modified Proposals:**
    Proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal until the Deadline for receipt of proposals. The County will only consider the latest proposal submitted.

3. **Late Proposals, Late Modified Proposals:**
    Proposals and/or modifications to proposals submitted after the deadline are late and shall not be considered.

4. **Costs Incurred by Proposers:**
    All expenses incurred with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne by the proposer. No payment will be made for proposals received, or for any other effort required of or made by the proposers, prior to commencement of work as defined by a contract approved by the Board of County Commissioners.

5. **Public Record Disclosure:**
    Contracted providers are hereby notified that all information submitted as part of, or in support of, proposals will be available for public inspection in compliance with the Florida Public Records Act.

6. **Proprietary/Confidential Information:**
    Proposers are hereby notified that all information submitted as part of, or in support of, proposals will be available for public inspection after opening of proposals, in compliance with Chapters 119 and 286, Florida Statutes, popularly known as the "Public Records Law" and the "Government in the Sunshine Law" respectively.

7. **Palm Beach County Office of the Inspector General Audit Requirements:**
    Palm Beach County has established the Office of the Inspector General in Palm Beach County Code 2-421 through 2-440, as may be amended, which is authorized and empowered to review past, present and proposed County contracts, transactions, accounts and records. The Inspector General has the power to subpoena witnesses, administer oaths and require the production of records, and audit, investigate, monitor, and inspect the activities of the agency, its officers, agents, employees, and lobbyists in order to ensure compliance with contract requirements and detect corruption and fraud. Failure to cooperate with the Inspector General or interference or impeding any investigation shall be in violation of Palm Beach County Code 2-421 through 2-440, and punished pursuant to Section 125.69, Florida Statutes, in the same manner as a second degree misdemeanor.

8. **Commencement of Work:**
    The County's obligation will commence when the contract is approved by the Board of County Commissioners or their designee and upon written notice to the proposer. The County may set a different starting date for the contract. The County will not be responsible for any work done by the proposer, even work done in good faith, if it occurs prior to the contract start date set by the County.

9. **HUD Supportive Housing/ HIPAA Privacy Rules**
    Services that provide transitional housing and support services to individuals and/or families whose goal is to gain or regain economic independence will be required to comply with and report according to HUD Supportive Housing Program Regulation 24 CFR Part 583.

Contracted agencies must comply with the current Health Insurance Portability and Accountability Act (HIPAA). If your agency does not provide services that fall under HIPAA Privacy Rules, please state that in your RFP information. Provide this information in the Cover Sheet.

VIII.   RECOMMENDATIONS FOR SERVICES: ECONOMIC STABILITY/POVERTY
Palm Beach County

The Board of County Commissioners (BCC) created the Palm Beach County Citizens Advisory Committee (CAC) on Health and Human Services by resolution (R-2013-1563) to assist the BCC in the assessment of health and human service needs, planning, implementation and evaluation of a System of Care. One of the responsibilities of the CAC is to provide input on the Request for Proposal (RFP) process for the Financially Assisted Agencies (FAA) funding. The CAC formed an Economic Stability/Poverty Services RFP Steering Committee. The following resource documents were used to inform the RFP process:
- Palm Beach County Health & Human Services Element
- Report of Health & Human Services in Palm Beach County – Based on Key Community Indicators
- Palm Beach County Hunger Relief Plan
- Asset Limited Income Constrained Employed (ALICE) Report
- State of Florida - Palm Beach County demographic & profile data
- Palm Beach County Community Action Program – Community Service Block Grant (CSBG) Goals

The Steering Committee provided input on the public forum logistics, format and presentations, as well as recommendations for funding priorities. The purpose of the public forum was to inform the RFP process through input from providers, consumers, and residents of Palm Beach County on Economic Stability/Poverty Service needs, gaps and priorities. This was accomplished through both an open dialogue and a survey. The Economic Stability/Poverty Services public forum was widely noticed and flyers were disseminated in English, Spanish and Creole. The forum convened on Wednesday, February 17, 2016, from 2:00 p.m. to 5:00 p.m. at the Mayme Frederick Service Center in Riviera Beach for public discussion on Economic Stability/Poverty Services in Palm Beach County.

Several presentations were provided at the beginning of the public forum to set the framework for the discussion. Presentations included highlights from the recently issued ALICE (Asset Limited, Income Constrained, Employed) Report and Hunger Relief Plan. Department of Children and Families presented demographic data related to poverty in Palm Beach County. Additionally, the 211 Helpline's Perspective 2014-15 top problems/needs among callers were noted.

The ALICE: Florida Report was issued by United Way of Florida in the Fall of 2014. ALICE is a study of the financial hardship of working people. The report contains various 'Survival Budgets', itemized estimates for families' basic living expenses (housing, food, healthcare, child care and transportation) based on local average costs, entitled the 'ALICE Threshold'. For example, the report estimates that for a household in Palm Beach County with 2 adults and 2 children the Survival Budget/ALICE Threshold annually is $48,902. (Sources: HUD, NACARRA, USDA, BLS, IRS, State Treasury) The report estimates that 42% (217,711 of 522,201) of households in Palm Beach County are living below the ALICE Threshold. The report highlights the existing racial disparity 63% of Black households are below the ALICE Threshold, 59% Hispanic, 38% White and 34% Asian. Half (50%) of the Palm Beach County households below the ALICE Threshold are paying more than 35% of their income for rent. The report notes that 50% of all jobs in Palm Beach County pay less than $15.03 an hour ($31,262 annually for full-time/2080 hrs).

There are an estimated 472,717 (35%) of Palm Beach County residents living at or below 200% of the poverty level.[1] In December 2015, 197,607 (14%) of Palm Beach County residents were receiving SNAP (Food Stamps), up 1,270 from December 2014.[2] During the same timeframe 203,633 (14.6%) of Palm Beach County

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[1] American Community Survey 2013
[2] Florida Department of Children and Families

residents received Medicaid, up 18,603.[3] Additionally, in December 2015, 3,056 (.2%) Palm Beach County residents were receiving Cash Assistance.[4] The areas most heavily impacted, in terms of the percentage of the total population receiving SNAP, are Pahokee (45%), West Palm Beach (Mangonia Park) (42%), Riviera Beach (41%), Belle Glade (38%), and Lake Worth (32%).[5] Effective January 1, 2016, the requirement for SNAP recipients to work will be re-instituted. During the economic downturn there had been a waiver for this provision. It is estimated that 18,000 Palm Beach County residents will lose their SNAP benefits, resulting in a loss of $3,204,000 per month (18,000 recipients x $178 average monthly benefit).

The Hunger Relief Plan contains 10 goals addressing the need to increase awareness of hunger, SNAP participation, access to healthy, affordable food, with a focus on low-income families, older residents, children, and the Glades area.

The 211 Helpline's Perspective 2014-15 reports the top problem/need identified among callers is Financial Assistance (10%). This is followed by Food (7%), Rent/Mortgage/Housing Assistance (7%), Homeless Services (7%), and Mental Health (6%).

The public forum open dialogue and surveys highlighted the following as great needs and high priorities:
- Self sufficiency and higher living wages
- Education and job opportunities, as well as addressing barriers in accessing these services
- Support services, of which housing and behavioral health were often noted
- Linkage to services and benefits, including assistance in navigating systems and applications processes

For FY 2017 it is recommended that programs and services in this category address outcomes and performance measures that work to increase the economic stability and self sufficiency of households.

Funding priorities for the 2017 Economic Stability/Poverty RFP will include, but not be limited to:
- Self Sufficiency Programs increasing earned income and reducing dependency
- Short Term Financial Assistance, including for emergency, housing, utility expenses
- Educational Opportunities including job training and job readiness

Preference will be given to services that demonstrate: a financial education component; strong community collaboration and service linkage particularly for affordable housing, childcare, legal services, benefits access, mental health and substance abuse services. Proposals must demonstrate how assurances will be made to avoid duplication of existing services. Proposals must clearly define the income level of clients to be served.

Services identified in the top ten needs, gaps and priorities that will not be part of the FAA RFP are those which are funded by other FAA service categories and other funding partners.

In FY2016 the total amount allocated to the Economic Stability/Poverty programs is $286,166.

The Economic Stability/Poverty Public Forum Summary Report as well as other resource documents can be found at http://www.pbcgov.com/communityservices/programs/financiallyassisted/.

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[3] Florida Department of Children and Families
[4] Florida Department of Children and Families
[5] American Community Survey 2013 estimates and Florida Department of Children and Families

IX.   RECOMMENDATIONS FOR SERVICES: SENIOR SERVICES
Palm Beach County

The Board of County Commissioners (BCC) created the Palm Beach County Citizens Advisory Committee (CAC) on Health and Human Services by resolution (R-2013-1563) to assist the BCC in the assessment of health and human service needs, planning, implementation and evaluation of a System of Care. One of the responsibilities of the CAC is to provide input on the Request for Proposal (RFP) process for the Financially Assisted Agencies (FAA) funding. The CAC formed a Senior Services RFP Steering Committee. The Steering Committee provided input on the public forum logistics, format and presentations, as well as funding priority recommendations. The following resource documents were used to inform the RFP process:
- Palm Beach County Health & Human Services Element
- Report of Health & Human Services in Palm Beach County – Based on Key Community Indicators
- Palm Beach County Hunger Relief Plan
- Asset Limited Income Constrained Employed (ALICE) Report
- State of Florida Department of Elder Affairs - Palm Beach County demographic & profile data;
- Palm Beach County Senior Wait List information
- Your Aging and Disability Resource Center/Area Agency on Aging (AAA) Area 9 Plan

The purpose of the public forum was to inform the RFP process through input from providers, consumers, and residents of Palm Beach County on the Senior Service needs, gaps and priorities. This was accomplished through both an open dialogue and a survey. The Senior Services public forum was widely noticed and flyers were disseminated in English, Spanish and Creole. The forum convened on Wednesday, February 17, 2016, from 9:00 a.m. to 12:00 p.m. at the Mid County Senior Service Center in Palm Springs for public discussion on Senior Services in Palm Beach County.

Several presentations were provided at the beginning of the public forum to set the framework for the discussion. Presentations included highlights from the recently issued Hunger Relief Plan. Area Agency on Aging (AAA), d.b.a. Your Aging and Disability Resource Center presented data related to seniors' needs. Additionally, 211 Helpline's Perspective 2014-15 top problems/needs among callers 60 years of age or older were noted.

There are approximately 394,448 Palm Beach County residents who are 60 years of age or older, accounting for 29% of the total population.[6] Among this population, 49,908 (12.7%) are below 125% of the poverty guideline.[7]

There is a vast array of quality services for seniors in Palm Beach County. The challenge is meeting the demand for service needs of all seniors. The wait list for senior services has almost doubled in the past 3 years (2,790 to 4,165 unduplicated clients, 49.3%).[8] The service areas with the largest number on the waitlist are in home services (10,485) and short term case management (1,768).[9] It is anticipated that the demand for senior services will continue to grow as people retire and migrate to Florida. The 211 Helpline's Perspective 2014-15 reports the top problem/need identified among callers 60 years of age or older is Mental Health (10%). This is followed by Financial Assistance (8%), Food (7%), Housing (7%), and Legal Assistance (6%). Senior hunger insecurity has been highlighted in the recent Palm Beach County Hunger Relief Plan, estimating that more than 28% of residents who are 60 or older may not have the resources to consistently access healthy food. Yet there is only a 52% food stamp participation rate among Palm Beach County resident 60 or older anticipated being eligible. [10]

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[6] DOEA 2015 Florida County Profiles
[7] DOEA 2015 Florida County Profiles
[8] DOEA 2015 Florida County Profiles
[9] DOEA 2015 Florida County Profiles

The information gathered from both the public forum dialogue and surveys support the AAA Area 9 identified needs for in home services, case management, and support services access and navigation.

For FY 2017 it is recommended that programs and services in this category address outcomes and performance measures that work to ensure seniors remain in the community and avoid becoming institutionalized in a nursing home setting.

Funding priorities for the 2017 Senior Services RFP will include, but not be limited to:

- In-Home Services
    - Address the special needs of seniors suffering from physical challenges, memory or other related disorders
- Caregiver Counseling & Training Services
    - Helping caregivers learn how to take care of themselves while taking care of others
    - Identify risk factors of care-giving and ways to address before problems begin
    - Reduce caregiver stress and depression
    - Increase knowledge and skill sets
    - Increase coping and resiliency
    - Improve communications and management of challenging behaviors
    - Help avert crisis situations
    - Individualized or group support groups and/or counseling which includes training and education
    - In-home respite for caregivers so they can participate in activities that will reduce depression and burnout
- Short Term Case Management
    - Targeting
        - individuals transitioning out of the hospital and in need of coordination of care, medication, transportation and Medicare Home Health services
        - individuals who would not necessarily rank high enough on an assessment to get services through the publicly funded programs
        - individuals who are not currently receiving in-home services is also critical
    - Assist individuals with navigation of resources
    - Making referrals to appropriate resources in the community
    - Identify how available resources, appropriate for senior consumers, are sought and managed, including the senior's financial resources to support their care, informal and family support, private pay services, VA assistance, faith based services, Medicare and Medicaid; as well as Community Care for Elderly (CCE), Alzheimer's Disease Initiative (ADI), Home Care for Elderly (HCE) services when funding permits
- Programs to Reduce Isolation and Increase Socialization
    - Adult Daycare
    - Volunteer programs that provide services to call on people who are homebound or socially isolated and lack companionship. Volunteers may provide laundry assistance, light meal preparation and/or respite to the caregiver so they can grocery shop or get to a doctor. Volunteer may provide some shopping assistance or pick up prescription medications. Services that help senior consumers maintain contact with the outside world through visits and different helpful tasks. Volunteer programs may address identified barriers for prospective volunteers to provide service, e.g. transportation, accommodations for health issues.

Preference will be given to services that demonstrate strong community collaboration and service linkage particularly for affordable housing and legal services, benefits access and navigation, mental health and substance abuse services.

Services identified in the top ten needs, gaps and priorities that will not be part of the FAA RFP are those which are funded by other FAA service categories and other funding partners.

In FY2016 the total amount allocated to Senior Services is $658,312.

The Senior Services Public Forum Summary Report as well as other resource documents can be found at http://www.pbcgov.com/communityservices/programs/financiallyassisted/.

X.   RENEWAL INFORMATION

INSTRUCTIONS FOR FY 2017 CONTRACT EXTENSIONS

The following four (4) service categories are not required to participate in the competitive RFP process for FY 2017.

Contract Extension through FY 2017:   **Contract Extension through FY 2018:**
Behavioral Health   Homelessness
Special Needs/ Developmental Disabilities   Domestic Abuse/Sheltering

- Agencies requesting contract extensions for programs approved in the service categories above will need to resubmit information through the Community Services FAA RFP Submission website at the following link: http://www.cybergrants.com/pbc/proposal. Community Services staff will clone your proposal from last year and send to you so that you do not have to re-enter all of last year's information.

- Please indicate if there have been any changes in the program as it was proposed using the Change Form which is attached to the website application. PLEASE NOTE THAT A REQUEST FOR CHANGE SHALL NOT BE IMPLEMENTED UNLESS APPROVED BY THE COUNTY.

- Complete the 2017 Financially Assisted Agencies Evaluation Plan/Logic Model template, which is attached to the website application.

- Submit a new program budget in the website format. Upload a new total agency budget. The total agency budget does not need to be completed in the website format.

- When the Community Services FAA RFP Submission website is re-opened the required documents will be part of the application. Please be clear regarding the charges you will be incorporating into your program budget(s). If you are charging an indirect/administrative percentage fee then you must remove any other line items related to indirect/administrative expenses. Please only include those positions and charges that are directly linked to the program being funded under the FAA. We require a total agency budget which will provide information regarding other programs being operated. Also, for any "miscellaneous" or "other" budget requests, please clearly identify what is covered in the request.

- The Community Services FAA RFP Submission website is scheduled to be available on April 13, 2016 and all information must be completed and submitted by 5:00 p.m., May 31, 2016. You will not need to provide a hard copy of the information submitted to our office.

- Until the Board of County Commissioners (BCC) meets and approves the final FAA budget, staff will not know what the final funding amount will be.

- **There is no guarantee of funding awards for any contracts until the BCC's final decision.**