



NOTICE OF FUNDING OPPORTUNITY INFORMATION GUIDANCE

Financially Assisted Agencies
FY 2020- FY 2022

October 1, 2019 - September 30, 2022

Released: July 15, 2019

Due date: July 29, 2019 5:00:00 p.m. EST

**Palm Beach County Board of County Commissioners
Community Services Department
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 Notice of Funding Opportunity (NOFO) is for the Community Services Department (CSD) 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 "Payments to Financially Assisted 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). An additional guiding document is "A Report of Health & Human Services in Palm Beach County – Based on Key Community Indicators 2017". You can find these documents at: <http://discover.pbcgov.org/communityservices/Pages/Publications.aspx>.

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.

Contractual insurance requirements if applicants are selected:

Commercial General Liability

The AGENCY agrees to maintain Commercial General Liability at a limit of liability not less than \$500,000 Each Occurrence. Coverage shall not contain any endorsement(s) excluding nor limiting Premises/Operations, Personal Injury, Product/Completed Operations, Contractual Liability, Severability of Interests or Cross Liability. Coverage shall be provided on a primary basis.

Business Automobile Liability

The AGENCY agrees to maintain Business Automobile Liability at a limit of liability not less than \$500,000 Each Occurrence. Coverage shall include liability for Owned, Non-Owned & Hired automobiles. In the event AGENCY does not own automobiles, AGENCY agrees to maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy. Coverage shall be provided on a primary basis.

Worker's Compensation Insurance & Employers Liability

The AGENCY shall maintain Worker's Compensation Insurance & Employers Liability in accordance with Florida Statute Chapter 440. AGENCY shall provide coverage on a primary basis.

Professional Liability

The AGENCY shall agree to maintain Professional Liability, or equivalent Errors & Omissions Liability, at a limit of liability not less than \$1,000,000 Per Occurrence. When a self-insured retention (SIR) or deductible exceeds \$10,000, the County reserves the right, but not the obligation, to review and request a copy of AGENCY most recent annual report or audited financial statement. For policies written on a "Claims-Made" basis, AGENCY warrants the Retroactive Date equals or precedes the effective date of this contract. In the event the policy is canceled, non-renewed, switched to an Occurrence Form, retroactive date advanced; or any other event triggering the right to purchase a Supplemental Extended Reporting Period (SERP) during the life of this contract, AGENCY shall agree to purchase a SERP with a minimum reporting period not less

than two (2) years. The requirement to purchase a SERP shall not relieve AGENCY of the obligation to provide replacement coverage.

Additional Insured

The AGENCY agrees to endorse COUNTY as an Additional Insured with a CG026 Additional Insured or its equivalent – Designated Person or Organization endorsement to the Commercial General Liability. The additional insured shall read “Palm Beach County Board of County Commissioners, a Political Subdivision of the State of Florida, its Officers, Employees and Agents. Coverage shall be provided on a primary basis.

Waiver of Subrogation

The AGENCY agrees by entering into this contract to a Waiver of Subrogation for each required policy herein. When required by the insurer, or should a policy condition not permit AGENCY to enter into a pre-loss agreement to waive subrogation without an endorsement, then AGENCY agrees to notify the insurer and request the policy be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy, which includes a condition specifically prohibiting such an endorsement, or voids coverage should AGENCY enter into such an agreement on a pre-loss basis.

Right to Review

COUNTY reserves the right, but not the obligation, to review and revise any insurance requirement, not limited to limits, coverages and endorsements based on insurance market conditions affecting the availability or affordability of coverage; or changes in the scope of work / specifications affecting the applicability of coverage. Additionally, the COUNTY reserves the right, but not the obligation, to review and reject any insurance policies failing to meet the criteria stated herein or any insurer providing coverage due to its poor financial condition or failure to operating legally.

Umbrella or Excess Liability

The AGENCY may satisfy the minimum liability limits required above for Commercial General Liability and Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum Per Occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest “Each Occurrence” limit for the Commercial General Liability and Business Auto Liability. AGENCY agrees to endorse COUNTY as an “Additional Insured” on the Umbrella or Excess Liability, unless the Certificate of Insurance states the Umbrella or Excess Liability provides coverage on a pure/true “Follow-Form” basis.

Certificate of Insurance

The AGENCY shall, at its sole expense, agree to maintain in full force and effect at all times during the life of this Contract, insurance coverages and limits (including endorsements), as described herein. AGENCY shall agree to provide the COUNTY with at least ten (10) day prior notice of any cancellation, non-renewal or material change to the insurance coverages. The requirements contained herein, as well as COUNTY’S review or acceptance of insurance maintained by AGENCY are not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by AGENCY under the contract. Simultaneously with the AGENCY execution of this Contract, it shall be the responsibility of the AGENCY to provide initial evidence of the following minimum amounts of insurance coverage to the COUNTY.

Subsequently, the AGENCY shall, during the term of this Contract and prior to each renewal thereof, provide such evidence to the COUNTY which is Palm Beach County’s insurance management system, prior to the expiration date of each and every insurance required herein.

II. NOTICE OF FUNDING OPPORTUNITY

**PALM BEACH COUNTY
COMMUNITY SERVICES DEPARTMENT
FINANCIALLY ASSISTED AGENCIES FY 2020-2022
NOTICE OF FUNDING OPPORTUNITY**

Palm Beach County, Community Services Department (CSD), will be accepting proposals for the Financially Assisted Agencies program for Fiscal Years 2020 - 2022 (October 1, 2019 – September 30, 2022). Contracts will be issued as a one (1) year contract with two (2), one (1) year renewal periods dependent on BCC allocations each year unless otherwise noted in the funding priority description. Guidelines for proposals will be available on July 15, 2019.

FINANCIALLY ASSISTED AGENCIES FY 2020-2022

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

Service Categories:

- Seniors

For a complete description of Service Category eligible activities, please refer to the recommendations for services section.

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

Mandatory Bidder's Conference:

There will be a mandatory bidder's conference held on July 15, 2019 for all agencies submitting proposals. Confirmation of attendance must be received no later than July 12, 2019 at 5:00 p.m. Please confirm your reservation and Service Category that you will be submitting proposals for at the department through **Stessy Cocerez** at **scocerez@pbcgov.org**. Verification of attendance will be sent via email. Please let Stessy Cocerez know if you do not receive a timely confirmation. Agencies are asked to limit their reservations to three (3) attendees due to space limitations.

BIDDER'S CONFERENCE
Monday, July 15, 2019
2:00 p.m.
Area Agency on Aging Community Meeting Room
4400 N Congress Ave
West Palm Beach, FL 33407

Proposal Guidelines

The NOFO Guidance is available at:

<http://discover.pbcgov.org/communityservices/financiallyassisted/Pages/RFP.aspx>

<http://discover.pbcgov.org/BusinessOpportunities/Pages/default.aspx>

Paper copies are available upon request.

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

<https://pbcc.samis.io/go/nofo/>

Submission through the website must be completed by **July 29, 2019 at 5:00 PM** in order for a proposal to be considered.

Additional resources and information are available at:

<http://discover.pbcgov.org/communityservices/financiallyassisted/Pages/RFP.aspx>

<http://discover.pbcgov.org/communityservices/Pages/Citizens-Advisory-Committee.aspx>

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

DEADLINE DATE: Completed proposals, submitted through the online application website must be completed and received by **5:00 p.m. on July 29, 2019**. Proposals submitted after 5:00 p.m. to the website will not be accepted or reviewed.

Technical Assistance: Any requests for technical assistance must be requested in writing and emailed to CSD-FAARFP@pbcbgov.org. All questions and answers will be made available for the public to review at <http://discover.pbcgov.org/communityservices/financiallyassisted/Pages/RFP.aspx>

Staff will not be available to answer questions after 12:00 pm (noon) on July 26, 2019, which is one working day before the submission deadline.

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 (3) DAYS NOTICE. PLEASE CONTACT CSD AT (561) 355-4718 or Stessy Cocerez at scocerez@pbcbgov.org.

III. SCHEDULE OF EVENTS

FINANCIALLY ASSISTED AGENCIES FY 2020 Schedule of Events

<u>2019</u>	
July 1:	Interest Meeting
July 11:	Citizens Advisory Committee on Health and Human Services (CAC/HHS) information update on RFP process
July 15:	NOFO available for public
July 15:	Bidder's Conference
July:	Reviewer Training
July 26 12:00 PM (noon):	Final day to submit written questions
July 29 5:00 PM:	NOFO Proposal submission deadline
August 12:	Review Panel meets to finalize review and score proposals. CSD Administration, 810 Datura Street, Basement Conference Room in West Palm Beach
August:	Staff reconciles review panel rankings, funding availability and develops recommended allocations
August:	County Administration reviews FAA recommendations
September 12:	Final date to file a Funding Grievance
October:	BCC Contract Approval

IV. CRITERIA FOR SERVICE CATEGORIES

Financially Assisted Agencies NOFO FY 2020 – FY 2022 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), one (1) year renewal periods unless otherwise noted in the funding recommendations. Funding is dependent on BCC allocations each year.

1. Seniors

V. CONE OF SILENCE

CONE OF SILENCE FINANCIALLY ASSISTED AGENCIES FY 2020

This NOFO includes a Cone of Silence. The Cone of Silence will apply from the date the NOFO is due back to the department, which is July 29, 2019 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://discover.pbcgov.org/legislativeaffairs/Pages/Lobbying_Regulations.aspx 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 NOFO 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

FY 2020-22 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 Proposals section of the Community Services Financially Assisted Agency (FAA) Notice of Funding Opportunity (NOFO) 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 CSD
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 website: <https://pbcc.samis.io/go/nofo/>. All applicants attending the mandatory bidder’s conference will be approved to access the full proposal. The full proposal can be revised prior to final submission, which is due no later than **July 29, 2019 at 5:00 p.m.**
- Written in plain language; a narrative that fully addresses all questions in the FAA NOFO 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 Notice of Funding Opportunity.

Please refer to the FAA NOFO guidance provided in the website for further description or definition of any of the required areas.

Guidelines for Proposals include:

1. **Project Narrative (25 pts)**
 - A. Describe the clients/population that will be served:
 - Individuals at risk of Homelessness – Seniors (Age 60 and over)
 - Homeless Individuals – Seniors (age 60 and over)
 - B. List the total number of unduplicated persons that will be served. Specify the number on a monthly and annual basis.
 - C. How will your proposed activity coordinate with the Senator Philip D. Lewis Center (Homeless Resource Center)? How has your agency been involved with Coordinated Entry? If your agency has not been involved, please describe your willingness and timeline for participation.
 - D. Describe key staff that will be working on your project. The description should include position titles, education and experience required. Including specific staff names is optional

- E. Describe your project and respond to the following information:
- How clients will be selected for service(s)
 - The maximum amount of assistance to be provided per individual
 - The maximum period to receive such assistance
 - Types of service(s) to be offered
 - Who will provide the service(s)
 - The process for matching roommates together
 - The process for procuring rental property for clients

2. Evaluation Approach (15 pts)

- A. Complete the 2020-22 Financially Assisted Agencies (FAA) Evaluation Plan/Logic Model 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 NOFO Guidance.
 - Please upload your document in the same format as the template: **.xls OR .xlsx**
 - Please name your document as such: **EPLM_FY20.xls OR EPLM_FY20.xlsx**

3. Prior Outcomes and Response to Community Data (10 pts)

- A. Discuss prior outcomes related to housing for seniors and other relevant data that demonstrates success of the services in this proposal.

4. Data Management (10 points)

- A. How does your agency ensure quality data collection, data entry, and reporting for homeless services programs in ClientTrack, the Client Management Information System (CMIS)? If your program is not currently participating in ClientTrack, describe your plan for increasing agency capacity to quickly begin collecting and entering data. **(All agencies awarded FAA funds must participate in ClientTrack/CMIS. All clients served with FAA funds must be entered into ClientTrack/CMIS. Funding requires that all clients served be entered and exited in ClientTrack/CMIS during the applicable fiscal year. Agencies must execute the required partner and user agreements with Palm Beach County and must participate in the data sharing of ClientTrack/CMIS on an ongoing basis throughout the term of their FAA contract in order to maintain eligibility for reimbursement. Provisions are in place within ClientTrack/CMIS to protect client confidentiality, yet still report statistical data.)**

5. Partnerships, Resources and Collaboration (20 pts)

- A. Describe how your agency is part of the larger system of care and/or has connections to housing resources for people experiencing homelessness. Give an example of how your agency is connected to other organizations that are or have supported your agency's program participants.
- B. How will your organization continue to address this need (or solve this problem) if current funding ends?
- C. Attach Partner Letters or MOU for all project partners. Each Partner Letter or MOU must include details regarding **partner roles and responsibilities, partner capacity to assist your organization with this project, and resources the partner brings to the project.**
- Please submit your partner letters/MOUs document in the following format: **.pdf**
 - Please combine all partner letters into **ONE** (1) PDF document and name your document as such: **PartnerLettersMOU_FY20.pdf**

6. Budget (20 pts)

- Complete proposed program budget using the template provided in the online application. Review the "sample" and "guidelines" tabs provided before completing the template. Ensure the requested fund justifications are complete.

- Ensure administration expenses are limited to 15%. The Budget Justification must be thoroughly completed. (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 cost rate then you must remove any other line items related to indirect/administrative expenses. If an indirect cost rate is being requested, an approved cost plan from a cognizant agency must be included.
 - Ensure FAA requested funding is not more than 25% of the Total Agency Budget.
 - Please submit budget in one of the following formats: **.xls** OR **.xlsx** ; PDF is also acceptable but if changes must be made, this format will make it more difficult for you to make adjustments.
 - Please name your budget as such: **Budget_FY20.xls** OR **Budget_FY20.xlsx**
- A. Total Agency Budget – to be attached to the proposal. The Budget forms that are part of the proposal do not need to be utilized for this budget as it can be in any form, but it should include all agency funding sources as well as expenditures by program.
 - Please submit Total Agency Budget in one of the following formats: **.pdf** OR **.xls** OR **.xlsx**
 - Please name your Total Agency Budget as such: **TAB_FY20.pdf** OR **TAB_FY20.xls** OR **TAB_FY20.xlsx**
 - B. Submit most recent audit report. If there were findings, describe corrective actions.
 - Please submit Audit Report in the following format: **.pdf**
 - Please name your Audit Report as such: **Audit_FY20.pdf**
 - C. Submit Year-End Financial Statements and IRS Form 990. If not submitted explain why.
 - Please submit Year-End Financial Statements and IRS Form 990 in the following format: **.pdf**
 - Please name your Year-End Financial Statements and IRS Form 990 as such: **YEFS_FY20.pdf** AND **IRS990_FY20.pdf**
 - D. Submit proposed Unit Cost service description and unit cost of service rate. (Is this an industry standard? If so, please state source). Ensure both the unit cost service description and cost rate are clear and accurately calculated. Formulas used to arrive at the cost rate should be included.
 - E. Is FAA funding being used as match for another funding source? If so please explain.
7. **Scope of Work** – This section will be used to develop your contract if your program is funded. These items will be monitored by contract monitors.
- A. Target Population (200 Characters)
 - B. Funding Priority: Seniors
 - C. Overview (400 characters or less)
 - D. Services: List out which services you will be providing to clients (1000 Characters)
 - E. Number of unduplicated clients served through this program
 - F. Main contact for Program. Include: First/Last name, position/title, email address, work phone number, main work address/location (300 Characters)
 - G. Unit Cost (dollar amount only)
 - H. Unit Cost description - brief description related to the dollar amount from previous question (200 Characters)

Priority Area Score

The applications will be scored by a review panel. The SCORE awarded to a proposal is reflective of how competitive the proposal is. The applications will not be ranked.

VII. TERMS AND CONDITIONS

1. **Proposal Guarantee:**

Proposer guarantees their commitment, compliance and adherence to all requirements of the NOFO by submission of their proposal.

2. **Modified Proposals:**

Proposer may save any unfinished proposal and continue to modify the proposal until the proposal is submitted. Once submitted, the proposal is final.

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:**

Proposers 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. **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.

7. **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.

8. **Non-Discrimination:** The proposer must warrant and represent that all of its employees are treated equally during employment without regard to race, color, religion, disability, sex, age, national origin, ancestry, marital status, familial status, sexual orientation, gender identity and expression, or genetic information.

VIII. Recommendations for Services: Seniors in Palm Beach County

In anticipation of the FY 2020 Financially Assisted Agencies (FAA) Notice of Funding Opportunity (NOFO) process, Palm Beach County Community Services staff collaborated with service providers and community partners to gather information about Seniors needs for the community. The providers and collaborating partners came together and met in November 2017 to provide feedback on services for seniors and actively participate in the information-gathering process. Funding priority for this NOFO are below:

Maintain housing for seniors (2-year contracts – will be reissued for competition under homelessness NOFO in two (2) years)

*Strategy #1 Housing for Seniors and/or Financial assistance to relocate or to avoid eviction
Services should be provided to those who are homeless or at risk of homelessness:*

- **Homeless Prevention-** For relocation services-this strategy should include short term housing focused case management to assist the senior in need with housing location, assistance setting up a new residence to include physical assistance with moving and transport of current belongings to their new home. Eviction prevention can include financial assistance to pay rent in arrears.
- **Homelessness -**Housing should include housing location, housing focused case management, rental assistance and a roommate matching element. **Roommate matching element is required when serving homeless clients if client income doesn't support the rental/living expenses.**

Agencies that are awarded funding will be expected to participate in coordinated entry in collaboration with the Continuum of Care Homeless and Housing Alliance. Any agency receiving FAA funding will be expected to adhere to the Standards of Care for their component as adopted by the **Palm Beach County Homeless and Housing Alliance**. Funded agencies must also become a member in good standing of the Homeless and Housing Alliance within the first year of their project. To qualify as a member in good standing organizations must meet the HHA attendance requirements - 60% attendance at the general HHA meetings and 70% attendance at sub-committee meetings as defined in the HHA Bylaws, Article 3, Section 2 found at www.hhapbc.org

All agencies awarded FAA funds must participate in ClientTrack, the Client Management Information System CMIS. All clients served with FAA funds must be entered into CMIS. Funding requires that all clients served be entered and exited in CMIS during the applicable fiscal year. Agencies must execute the required partner and user agreements with Palm Beach County and must participate in the data sharing of CMIS on an ongoing basis throughout the term of their FAA contract in order to maintain eligibility for reimbursement. Provisions are in place within CMIS to protect client confidentiality, yet still report statistical data

DEFINITIONS:

Housing Focused Case Management – A collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's housing and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes.

Senior – Any person over the age of 60

Required Outcome Indicators – use for logic model

1. Obtain/Maintain Housing

Strategy #1:

- **Homeless Prevention:** % of individuals who maintain their housing for 6 months or more after receiving financial assistance
- **Homelessness:** % of individuals who maintain their housing for 6 months or more after moving from homelessness into permanent housing

Grievance Notice

Grievance Notice Form

Palm Beach County Board of County Commissioners, Community Services Department-
FAA Program

Grievances may be filed by an entity submitting a NOFO (Proposer) that is aggrieved in connection with deviations from the established PROCESS for reviewing proposals and making recommended awards. The amount of recommended awards may not be grieved through this procedure.

If you wish to file a grievance with the Palm Beach County Board of County Commissioners, Financially Assisted Agencies Program, this Grievance Notice Form must be completed, submitted, and received by the Director of the Department of Community Services within seven (7) business days of September 12, 2019. You will receive a written response within fifteen (15) business days of the receipt of this form by the Director of the Department of Community Services. There is no administrative fee associated with filing this grievance.

When completed, submit this Grievance Notice Form via mail or email to:

Mr. James Green, Director
Department of Community Services
810 Datura Street, First Floor
West Palm Beach, Florida 33401
JGreen1@pbcgov.org

Entity Filing Grievance: _____

Which process was allegedly deviated from? _____

Describe in detail the alleged deviation; including how you were directly affected and what remedy you seek (add additional pages as needed):

