CHSP RFP Workshop

New Agencies/New Directors

March 21 and 25, 2024

CHSP OVERVIEW

- County and City primary approach to human services funding
  - Over $10 million granted last funding cycle
- Funding is for direct human service programs in Leon County, serving Leon County residents
- Agencies submit applications for programs that address one (or more) of twelve human service funding categories
- Reimbursable grant; Two-year funding cycle: FY 24-25, FY 25-26
  - FY is Oct. 1- Sept. 30
- Applications reviewed by volunteer Citizen Review Teams (CRT)

The goal of CHSP is to support the local human services delivery system through a citizen-led, streamlined, and performance-driven funding process.

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CHSP PROGRAM MANUAL

- CHSP Program Manual can be found on www.chspportal.org under "Partner Agencies"

- Read before applying

COMMUNITY HUMAN SERVICE PARTNERSHIP
PROGRAM MANUAL
FY 2024/25 - FY 2025/26 Funding Cycle

CHSP OBJECTIVES

1. Ensure that a majority of CHSP funds are used to provide direct client services to the lowest socioeconomic areas where the most difficult social conditions exist.

2. Through the Citizens Review Teams, ensure that 100% of the funds are allocated towards the areas of greatest need and opportunity.

3. Support and maintain the optimal level of human services possible with the amount of resources available.

4. Provide a service delivery system that best matches identified community needs.

5. Target spending of CHSP funds towards a long-range perspective, which incorporates changing needs and trends relative to how needs should be met.

6. Provide a means for an ongoing review of the program and the financial needs of agencies participating in the CHSP process through program monitoring.

7. Provide a method for measuring the cost and effectiveness of the programs addressing multiple community needs.

CHSP OBJECTIVES

8. Use CHSP funds to complement and supplement the agencies' budgets for the provision of comprehensive services, including all tax-supported and voluntary agency activities.

9. Ensure that funds are distributed to human services agencies without unnecessarily duplicating program funding at the expense of others.

10. Eliminate duplicate preparation of applications, reviews, or interviews by agencies.

11. Maximize the level of state and federal funds coming into the community through match opportunities.

12. Provide a forum for information sharing and an opportunity to find common ground in defining terms, goals, and objectives.

13. Ensure that CHSP funded agencies adhere to the American Institute of Certified Public Accountants (AICPA) standards of accounting for nonprofits.

CHSP ELIGIBILITY

1. An agency must attend one of the mandatory workshops in order to apply for funding in the two-year grant cycle. The agency's official representative in attendance must be an employee or board member.

2. The agency must be a nonprofit corporation, incorporated in Florida or authorized by the Florida Department of State to transact business in Florida, pursuant to Chapter 617, Florida Statutes.

3. The agency must have obtained a 501(c) (3) status from the US Department of Treasury

4. The agency must be authorized by the Florida Department of Agriculture and Consumer Services to solicit funds, pursuant to Chapter 496, Florida Statutes.

5. The agency must have obtained a sales tax exemption registration from the Florida Department of Revenue, pursuant to Chapter 212, Florida Statutes.

6. The agency has a local board of directors and/or a local advisory board.

7. The agency must have by-laws adopted by the Board of Directors.

8. The agency must have a comprehensive Fiscal Management Policy that includes appropriate internal controls to protect the fiscal integrity of the agency.

CHSP ELIGIBILITY

9. The agency must have a Check Signing Policy that requires two or more signatures based on certain fiscal thresholds approved by the agency's board of directors. This policy must specify that no agency staff, including the executive director, can sign a check written to themselves or written for cash. The policy must also include specifications and internal safeguards (direct board oversight) regarding making withdrawals from the agency's account(s).

10. The agency must demonstrate that it has adequate internal fiscal controls in place to clearly document how grant funds are spent; and it has the appropriate personnel (including volunteers) capacity to carry out the stated program goals and objectives.

11. If required by federal or state law, the agency must have its books and records audited annually by an independent certified public accountant who has no affiliation with the agency and whose examination is made in accordance with generally accepted auditing standards. The audit report must not be no more than two years old. The audit report must include a management letter and financial statements showing the following: all the agency's income, disbursements, assets, liabilities, endowments, and other funds; as well as the agency's reserves and surpluses during the period under study; and be consolidated with the statements of any affiliated foundations or trusts.

12. If the audit contains a schedule of findings, a corrective action plan must be included with the audit.

CHSP ELIGIBILITY

13. The agency must show proof of filing an IRS Form 990, 990EZ, Postcard, or extension within the last fiscal year.

14. The agency must have an administrative cost of 25% or less as evidenced by the IRS Form 990 and/or audit.

15. The agency must have a Nondiscrimination and Equal Opportunity Policy.

16. The agency must have proof of general liability insurance coverage.

17. The agency must have a Records Retention Policy.

18. The agency must have a Conflict of Interest Policy.

19. The executive director and board president (or vice president) must sign the application.

CHSP FUNDING RESTRICTIONS

- CHSP funds can only be used to provide direct client services to Tallahassee/Leon County residents.

- For programs serving school-age children, CHSP funds can only be used to serve children and youth who are currently or were formerly enrolled in Leon County schools (grades K-12).

- Programs targeting students enrolled in college can only use CHSP funds to serve college students who document graduation from a Leon County school.

- CHSP funds awarded to university-based programs cannot be used to pay for student waivers or indirect costs.

CHSP FUNDING RESTRICTIONS

- CHSP funding for new agencies is limited to **7.5%** collectively for each funding category. A new agency is defined as an organization that has not been awarded CHSP funding in the previous **two** funding cycles.

- The City's CHSP budget comes from several sources including general revenue, Change for Change, and Community Development Block Grant (CDBG). To be eligible for CDBG funds, program activities must meet one of the three national objectives:
  - benefit low and moderate-income persons
  - prevent or eliminate slum and blight
  - meet an urgent need as defined by the U.S. Department of Housing and Urban Development (HUD)

- Grants are reimbursements after proof of eligible expenses are submitted (monthly or quarterly).

CHSP TEAMS

1-Children's Services	2-Community Support Services	3-Service for Persons with Disabilities	4-Basic Needs & Emergency Services
5-Family Support Services	6-Health Services	7-Senior Services	8-Youth Recreation, Character Building & Mentorship
9-Youth Education Employment & Training	10-Promise Zone Services	11-Homeless Services	12-Gun Violence Intervention *New*

CHSP TEAMS

Team 1: Children's Services

Direct client services provided to children from infancy through elementary school. Brain development is most rapid during the early childhood years and sets the stage for learning and development later in life. Providing quality early childhood intervention, including education support, helps children develop essential skills to reach their greatest potential.

Team 2: Community Support Services

Seamless continuum of care; a network of wraparound supportive services to bridge gaps, eliminate barriers, and increase safety and financial security for the general population. Services may include information and referrals, rape and crisis intervention, legal assistance, literacy services, financial education, homeownership services, technology accessibility, and employment and training for adults.

Team 3: Services for Persons with Disabilities

Direct client services provided to persons who have a temporary or permanent disability. These services assist people diagnosed with a disability attributable to an intellectual, psychiatric, cognitive, neurological, sensory, physical, or medical impairment. Services include help with special needs, social development activities, assistance with medical equipment and supplies, therapeutic interventions, and accessibility and independent living support such as ramps and visual aids.

CHSP TEAMS

Team 4: Basic Needs & Emergency Services

Direct client services providing safety-net relief for essential and emergency needs. Overall, services in this category help individuals and families meet their basic needs during a disaster or crisis such as rental assistance, utility assistance, food, supplies, case management and other services to support households to transition out of crisis.

Team 5: Family Support Services

Direct client services provided primarily to families in an outpatient setting or within a family-focused residential setting, as opposed to serving individuals. Family support services address the safety and well-being of children and families and may include counseling and other interventions to strengthen family relationships, and long-term shelter or transitional living for youth and young adults.

Team 6: Health Services

Direct client services provided to individuals, families, or the community at large, either for general health/mental health or for specific health-related conditions. Programs in this category may include direct care/treatment, preventative care, testing and assessments, wellness programs, and end-of life planning.

CHSP TEAMS

Team 7: Senior Services

Direct client services provided to elder residents (age 55 and above) that promote physical, emotional, cognitive, and social functions of seniors at risk of chronic health conditions, poverty, or social isolation. Services in this category may include assisting seniors with managing a disability, daily living, health and safety, basic needs, in-home care, nutrition, social involvement, and end of life planning. In addition, these services include caregiver supportive services such as respite care for persons diagnosed with Alzheimer's and related dementia disorders.

Team 8: Youth Recreation, Character Building and Mentorship Services

Direct client services targeting middle school through high school age youth, with an emphasis on cultivating the youth's social, physical, emotional, and behavioral development. The goal of positive youth development is to build and strengthen assets that enable youth to grow and flourish throughout life. Services in this category enable youth to minimize risk factors and enhance protective factors that lead to successful life outcomes.

Team 9: Youth Education, Employment and Training

Direct client services targeting middle school through high school age youth, with a focus on academic performance, career exploration, social development, employment and training, and job placement. To help youth reach their academic and career potential, programs in this category also holistically address the needs of the youth by minimizing barriers that impede success and strengthening the protector factors that lead to successful outcomes.

CHSP TEAMS

Team 10: Promise Zone Services

Direct client services to improve the lives of residents living in the Promise Zone. The program must demonstrate the provision of services in approved census tracts. The City Commission has adopted Neighborhood First Plans for each neighborhood developed by residents in the community to address poverty and inequity. Programs applying for CHSP PZ funding must identify the priority areas, strategy and action items to be addressed.

Team 11: Homeless Services

Direct client services to homeless individuals and those at risk of homelessness to transition them to stable housing. Eligible services include diversion, street outreach, and shelter operations. Effective programs in this category decrease chronic homelessness, decrease the length of time someone experiences homelessness, decrease returns to homelessness, and increases collaboration efforts to address needs of special populations.

The Homeless Services Category will be administered in coordination and collaboration with the Big Bend Continuum of Care (BBCoC). Applicants must follow the federal definition of "Homeless" and "At Risk of Homelessness".

CHSP TEAMS

New

Team 12: Gun Violence Intervention

Direct client services that provide interventions with individuals and families impacted by gun violence. Successful community violence intervention programs generally:

- **Deter individuals at high risk for violence from retaliating and engaging in firearm violence through direct outreach.**
- **Help individuals at high risk for violence resolve potentially violent disputes before they occur.**
- **Connect those at high risk for violence to safety net services, diversionary programs and/or productive opportunities such as education and employment.**
- **Provide individualized case management, counseling, trauma-informed services, and culturally responsive mental health support to individuals impacted by gun violence.**

Funded agencies will be required to partner with and accept referrals from law enforcement and the Tallahassee Leon County Council on Men and Boys, be available telephonically 24 hours/day to respond to referrals and implement a resource assessment process to meet specific immediate needs of the target group. Please note that programs that only provide education or otherwise solely provide prevention activities that positively occupy youth or adults will not be funded in this category.

UNIFORM GOALS, OUTCOMES & PERFORMANCE METRICS

- Report on one or more Common Performance Metrics quarterly
  - Ensure your agency has capacity to track the data before selecting the metric

- CHSP staff will work with agencies on reporting new measures

SERVICE GOALS

Support healthy families

Support individuals and families in crisis and emergency situations

Enhance quality of life for persons with disabilities

Improve healthcare for vulnerable populations

Enhance quality of life for elders

Strengthen academic performance and reduce risk factors for at-risk youth (K-12)

COMMON OUTCOMES

Improve early childhood development and achieve developmental milestones	Improve academic achievement	Improve youth behavior and positive life outcomes	Secure and maintain employment
Support family safety and self-sufficiency	Improve access to health and supportive services (including physical, dental, & mental health)	Secure and maintain stable housing	Support emergency recovery
Expand access to legal representation	Provide nutritional stability	Support social connection and physical activity	Provide caregiver support

COMMON PERFORMANCE METRICS

Youth with improved childhood development assessment score and/or meeting developmental milestones

Students promoted to next grade (Kindergarten ready / K-12)

Students completing high school and enroll in postsecondary education

Youth residing in at-risk neighborhoods have reduced negative outcomes (disciplinary and delinquency incidents, teen pregnancy, substance abuse, gang involvement)

Youth developing management and self-protection skills

Persons in at-risk neighborhoods receiving safety net and supplemental education services (households/youth)

Persons obtaining/retaining employment (parents/youth)

Persons obtaining/maintaining stable housing (households/youth/elders)

Persons linked to service provision

Persons receiving emergency needs support (households/youth)

Persons with legal needs met

Persons receiving nutritional supports

Persons receiving improved access to health, mental health, dental services, and supportive services

Persons gaining self-sufficiency skills to manage disability and health issues

Elders receiving social supports to manage health care risks and end-of-life decisions

Caregivers receiving respite supports

Number of meals served

PROMISE ZONE FUNDING – NEIGHBORHOOD FIRST PLAN ALIGNMENT

- The Promise Zone was created to address multiple community revitalization challenges in a collaborative way.

- Programs funded in this category must serve residents in the census tracts that define the Promise Zone and provide direct client services in at least one of the following human service categories: 1) Youth Services, 2) Family Services, 3) Employment, Training and Placement Services, and 4) Health Services
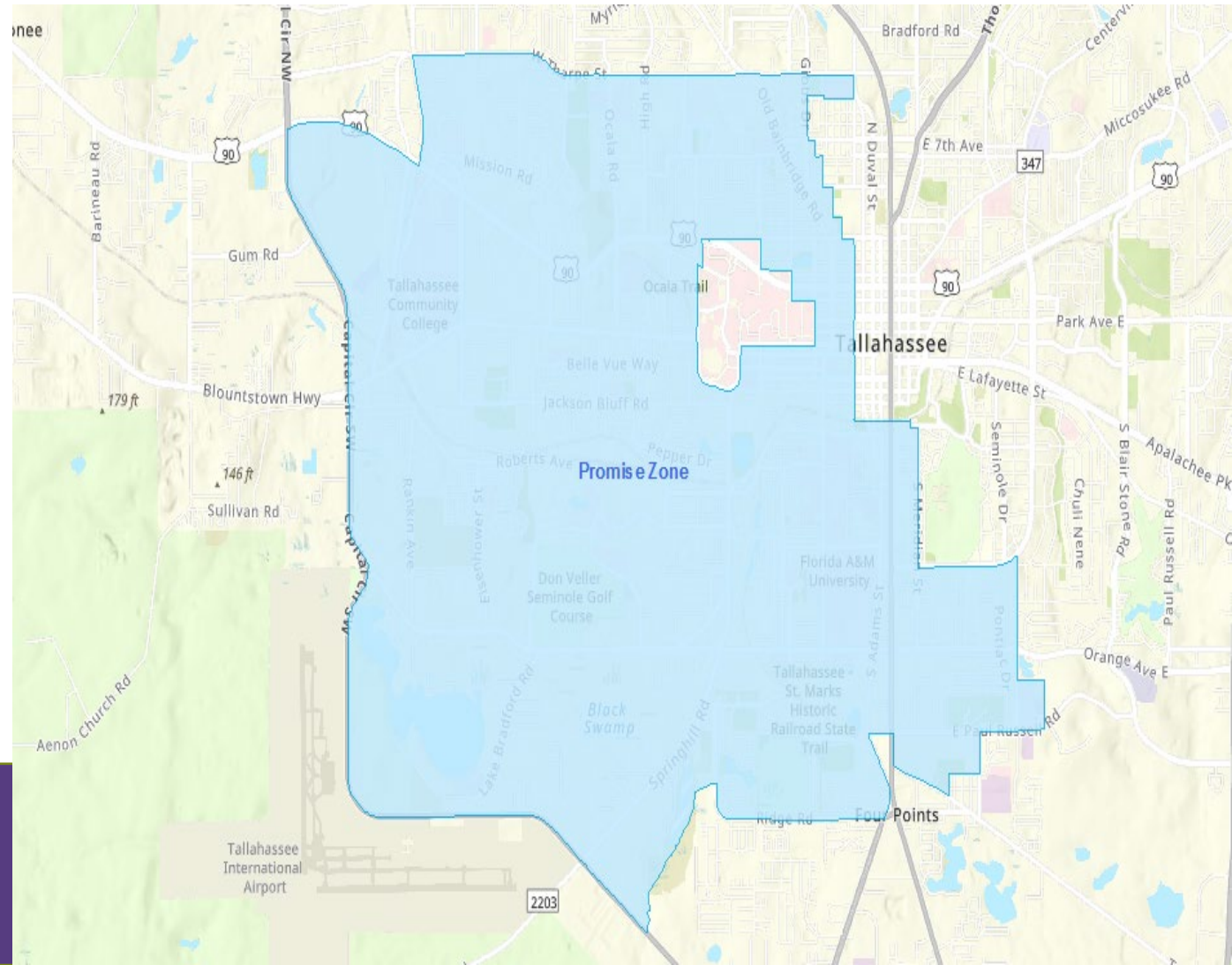
PROMISE ZONE FUNDING – NEIGHBORHOOD FIRST PLAN ALIGNMENT

- The Promise Zone (PZ) includes the neighborhoods of Greater Bond, Frenchtown and Griffin Heights.

- The City Commission adopted Neighborhood First Plans for those three neighborhoods developed by residents in the community to address poverty and inequity.

- Funding will be prioritized for programs that align with one or more of the Neighborhood First Plans.

- The Neighborhood First Plans can be found at the following link:
  https://www.talgov.com/neighborhoodservices/neighborhoodfirst.aspx

- Programs applying for PZ funding must identify the priority areas, strategy and action items within the Neighborhood First Plan to be addressed.

ROLES AND RESPONSIBILITIES

Funding Partners: City of Tallahassee and Leon County

- Establish funding levels once every two years.
- Define any funding constraints.
- Review and approve the final funding recommendations.
- Establish and support an online system for information, applications, reimbursement reporting and volunteer management.
- Develop and adopt the polices, goals, and objectives that govern the Community Human Service Partnership.

ROLES AND RESPONSIBILITIES

CHSP staff:
- Develop and update program materials
- Provide training and technical assistance to agencies
- Technical review of applications to ensure eligibility
- Recruit and train CRT volunteers
- Coordinate grant process, appeals committee
- Disseminate funding recommendations
- Execute, manage agency contracts

ROLES AND RESPONSIBILITIES

Agencies:
- Attend mandatory workshops
- Ensure agency meet eligibility criteria, has capacity
- Ensure accuracy of application, submit by deadline
- Review CRT roster to identify conflicts of interest
- Conduct program presentations in accordance with instructions
- Comply with CRT recommendations
- Request and prepare for Appeals Hearing, if warranted
- Attend the contract management workshop(s) if funded
- Comply with the stipulations in the contract(s)
  - Data tracking, timely and accurate reporting/reimbursement requests

ROLES AND RESPONSIBILITIES

Citizen Review Teams (CRT):
- Attend mandatory training
- Identify and communicate potential conflicts of interest
- Attend all agency presentations and team deliberations
- Review all programs, make impartial decisions based on need, cost, effectiveness, etc.
- Complete agency evaluations
- Represent the CRT in Appeals Hearing, if warranted

CRT Team Leader and Timekeeper help to ensure process runs smoothly and in accordance with the CHSP manual

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PROCESS AND TIMELINE

- Application opens April 1; due May 3 by 5pm EST

- Staff conducts technical review of applications for eligibility - May 6-8

- Staff will email agencies schedules with CRT names - May 15

- Agencies respond by May 17, identifying any conflicts

- Agency presentations and CRT deliberations held May 29-June 27

- Award letters released- July 12

- Deadline for appeals hearing- July 19

- Appeals hearing- August 7

- City and County Commission adoption - September

AGENCY PRESENTATIONS

- Agencies will present in person at pre-determined location

- CHSP staff will develop and distribute the presentation schedule and arrange meeting logistics.

- **If using Power Point slides or other visual aids, please upload them (PDF) to the CHSP portal in the "Notes and Communications" section <u>two business days</u> prior to the agency's scheduled presentation.**

- See Appendix A of manual for tips on effective program presentations.

AGENCY PRESENTATIONS

Presentation Site Review Format Based on Number of Programs Submitted for Review	
Number of Programs for Review	**Presentation Format**
Applying for **three (3) or fewer** programs	Program review: 15 minutes, Budget: 5 minutes, Q/A: 10 minutes
Applying for **four (4) or more** programs	Program review: 20 minutes, Budget: 10 minutes, Q/A: 15 minutes

PROGRAM PRESENTATION REQUIREMENTS

- Clearly document the need for the program, including providing local and current information detailing the prevalence of the social problem that the program proposes to address.

- Provide an overall description of the program that includes demographics, program activities, operation (days/times/location), staffing, program design justification, partnerships.

- Highlight the program's client outcomes accomplished in FY 2022/2023; and discuss the program's progress in meeting the anticipated outcomes during the current fiscal (2022/2023). If applicable, provide data on the program's Social Return on Investment (SROI).

- Highlight how the organization internalizes and operationalizes Diversity, Equity, and Inclusion through policies, programs, and trainings for staff and agency leadership.

- If this is a new program, discuss the program's anticipated client outcomes and Social Return on Investment (SROI).

- If the agency received a programmatic finding from the CRT in the last funding cycle (2022/2023-2023/2024), discuss the agency's progress toward correcting the applicable finding.

BUDGET PRESENTATION REQUIREMENTS

- Describe the program's budget by detailing the specific sources of income and expenditures. Focus this discussion on the **proposed fiscal year budget**.

- If the agency and/or program has experienced significant budget changes, please explain.

- Provide a fiscal explanation of how the CHSP funds will be used to support the program's implementation.

- If you are requesting a funding increase compared to the program's current CHSP funding level, provide a justification for your request.

- Specify how the lack of (or reduction of) CHSP funds will impact the program, its participants, and the community.

- If there are serious concerns, particularly findings, noted in the agency's audit, demonstrate how the agency has corrected or is currently addressing those concerns/findings.

- **Optional**: Summarize the overall agency budget by detailing the specific sources of income and expenditures, including administrative/fundraising costs. Focus this discussion on the projected budget.

VOLUNTEER DELIBERATIONS & FUNDING RECOMMENDATIONS

Upon completion of the agency presentations, each CRT member completes the Assessment Scoring Guide, deliberates agency requests, develops priority rankings, and makes funding recommendations for each program reviewed.

Some of the factors considered in the assessment process include:

- The documentation of need for the program and its compatibility to the funding partners' priorities
- The agency's ability to execute and administer the program
- The Board of Directors' ability to provide adequate leadership and oversight (e.g., meets regularly, sets internal fiscal controls and policies)
- The program design and its ability to effectively address the needs of the target population
- The agency's past performance, including client outcomes
- The projected program outcomes for the proposed funding cycle
- The agency's ability to collaborate and leverage its resources
- General comments, recommendations, and findings included in the FY 2022/2023 – 2023/2024 CHSP award letter.

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AGENCY REPORT CARD & ASSESSMENT GUIDE

- CHSP staff will prepare a "Report Card" for each application to inform CRT volunteers of agency/program eligibility and completeness of the application.
    - o The report card will also inform CRT volunteers about past program performance, budget performance and timeliness for previously funded agencies.
    - o Will upload to agency profile by May 10

- CRT volunteers complete an assessment guide form for each application, rating programs on:

    - o Program Justification
    - o Program Design
    - o Financial Management
    - o Program Administration

    - o Diversity, Equity & Inclusion
    - o Collaboration
    - o Board Oversight & Governance

FUNDING NOTIFICATION/AWARD LETTERS

- CRTs prepare award letters for each agency which include funding recommendations and any concerns/findings.

- Once funding allocations are made, CHSP staff determines which partner will fund each program.

- The agency director and the chairperson of the Board of Directors receive the CHSP award letter, which notifies the agency of the right to appeal the CRT recommendation.

- If an agency meets the appeals' criteria, the CHSP Appeals Committee will conduct a hearing.

- The final CHSP recommendations are submitted to the City and County Commissions for approval.

CONTRACTING AND REPORTING

- Funded agencies will be required to enter into a contract with one or both funding partners for each of the fiscal years in the funding cycle.

- Contracting workshop will be held to provide more detailed information

- Agencies will work with CHSP staff to determine budgets and performance target based on awarded funding.

- Funded agencies are required to provide quarterly reports on progress in the CHSP portal

- Reimbursement requests submitted monthly or quarterly

APPEALS PROCESS

- A request for an appeal must include documented evidence that the funding request was inappropriately denied or reduced due to gross misconduct, error, or misinterpretation by the Citizens Review Team; a denial or reduction of the funding request alone is not a sufficient condition to appeal.
- **Only agencies that were awarded CHSP funding in FY 2022/2023 – 2023/2024 are eligible to participate in the appeals process**.
- Requests for an appeals hearing must be submitted in writing to the CHSP staff within the timeframe designated in the CHSP award letter.

- If an appeal is granted, a hearing will be scheduled within a reasonable timeframe to review all significant issues concerning the appeal.
- An independent Appeals Committee, consisting of CRT team leaders and members, will be appointed. No member of the appealing agency's original CRT can serve on the Appeals Committee.
- The CHSP staff is available to provide technical assistance.
- The decision rendered by the Appeals Committee is final.

FLORIDA SUNSHINE LAW

Florida's Government in the Sunshine Law, commonly referred to as the Sunshine Law, provides a right of access to governmental proceedings of public boards or commissions at both the state and local levels.

 There are three basic requirements
- meetings of public boards or commissions must be open to the public;
- reasonable notice of such meetings must be given; and
- meetings will be recorded.

OPTIONAL TECHNICAL ASSISTANCE

April 3: Budget Workshop: 10:30am to 12:30pm
- o Leon County Public Library, 200 W Park Ave., Program Rooms A&B
- o Register: https://forms.gle/AnLcnNoHD6y6hKQz8

April 4: Virtual TA Office Hours: 10am to 12pm
- o Link: http://tinyurl.com/43krrbbn

  Flyer for both opportunities:
  https://www.chspportal.org/uploads/files/CHSP%20Optional%20Technical%20Assistance%20Opportunities.pdf

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CONTACTS

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Abby Sanders, Health & Human Services Manager
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Jackie Fortmann, Human Services Analyst
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Mindy Conney, Human Services Specialist
Direct line: 850-606-1948
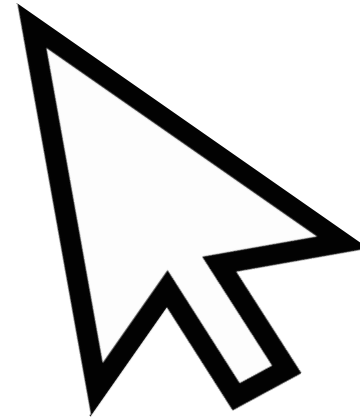Email: ConneyM@leoncountyfl.gov

CONTACTS

United Partners for Human Services
(assistance with program application)

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850.296.8330

CHSP PORTAL OVERVIEW & APPLICATION REVIEW

CHSP Portal: www.chspportal.org