

## EXHIBIT 5

### **SCOPE OF SERVICES AND BUDGET Family Foundations of Northeast Florida, Inc. Mental Health and Financial Wellness Services**

The City will use funding to further expand the local Cure Violence initiative and support the further development of the Mayor's Violence Reduction Center. The goal of the Cure Violence program is reducing murders and shootings by approaching violence as an epidemic process that can be stopped by employing the same health strategies used to fight all other public health epidemics. This project will support the City's efforts to train staff and participants, and secure wrap-around services for implementation of the Cure Violence model.

- Conducting community engagement activities and providing services directly to high-risk individuals.
- Developing interactive dashboards and conducting data analysis.
- Providing professional services for trauma-informed support, including mental health and financial wellness services.
- Providing additional social services, including, but not limited to, job preparation and housing support for the target community.

Family Foundations proposes to provide mental health and financial wellness services to Cure Violence staff members at the three sites: Bridges to Cure, Noah's Ark, and the Potter's House. Family Foundations will also provide mental health and financial wellness services to Cure Violence program participant referrals and administer wrap-around services that will be made available to them. Our services are intended to assist clients with becoming emotionally and financially stable. Through a combination of group meetings, psycho-educational and financial education group sessions, individual counseling, and case management services, Family Foundations will provide clients with tools and skills to address barriers that have impacted their personal and professional relationships and also prevented them from achieving financial goals.

#### **PROGRAM SCOPE OF WORK AND DELIVERABLES:**

1. **Staffing and support to expand the Mayor's Violence Reduction Center (MVRC).** Cure Violence local partner staff will be available to respond to murder/shootings as needed to provide services and assistance as described in the scope of services. The MVRC will provide wrap-around services.
2. **Procure services to provide data analytics and support regarding Jacksonville's Cure Violence initiative.** Delivery and receipt of the goods/services procured as attested on the expenditure report.
3. **Contract with local vendors to provide social services for individuals identified through the Cure Violence initiative.** Local vendors will be available to provide social services as needed as described in the scope of services. Minimum performance will be the completion of the activities identified in the scope of services.
4. **Group Sessions:** Mandatory group counseling sessions will be conducted. These sessions provide opportunities for clients to discuss a variety of topics, feelings, and emotions to help them learn how to manage the stress and anxiety experienced during their work in the community. Sessions focus on building interpersonal skills and teamwork and also provides participants with tools and techniques to address their emotions, manage conflict, and de-escalate tense situations. Finally, group session address home/domestic issues as we have learned during the past year that these issues have impact on the participants' abilities to

successfully fulfill their roles in the program. Participants learn how to balance work and home priorities and also how to separate/compartmentalize issues so as not to have negative impact on either.

5. **Individual Sessions:** Individual counseling sessions will be offered to all participants. Participation in these sessions will be voluntary and at the request of the participant. Participants may also be referred by Program Management to address work/disciplinary issues. Each participant who participates in individual counseling will receive the following: Intake Process Counseling Assessment, Treatment Plan/Plan Updates, and Counseling Interventions are a regular part of the process.

6. **Educational Workshops:** Bi-monthly educational workshops are designed to provide a series of skills and decompression techniques to help team members deal with life events so that they can focus on the primary work that they do in the community. Workshops will be developed/facilitated to address topics/issues experienced by Cure Violence participants. Topics will also adhere to Cure Violence's national program model. Below is a partial list of sessions/topics that will be conducted.

- i. **Race/Culture:** Identifies and focuses on cultural biases that impact the target communities where Cure Violence work is being performed.
- ii. **Boundary Issues:** Focuses on why and how setting health boundaries in the workplace/community is important. Includes discussions of physical, mental, and emotional boundaries in relationships
- iii. **Conflict Resolution:** Team Members have learned conflict resolution techniques that they can use in their interactions with each other, management, and participants in their assigned zip codes. These techniques and methods are designed to ensure that the stress and anxiety that they face can be channeled towards a positive resolution of daily incidents. Virtual sessions have allowed Team Members to explore how to manage home and work scenarios in the community during COVID-19 restrictions. The shift in environment where Team Members spend a majority of their time with family members has raised additional tension that adds to the stress and conflict that they face on the streets.
- iv. **Trauma-Informed Counseling:** Family Foundations offers trauma-informed counseling that focuses on the psychological distress Team Members may face following exposure to a traumatic or stressful event. This counseling is centered on a fear-based reaction and helps Team Members externalize angry and aggressive symptoms. Both sites have learned how to recognize chronic trauma symptoms. Counseling sessions focus on the type of exposure to trauma they may face and how they occur across gender, race, ethnic communities, and socio-economic groups. Counseling also provides insight into the basics of how social impact of trauma manifests itself on communities and individuals.
- v. **Mental Health First Aid USA Training:** This course is designed to help Team Members recognize and respond to a person experiencing a mental health crisis. The first aid taught in this course allows Team Members to provide appropriate treatment and support until First Responders arrive. Team Members learn how to assess the risk, listen non-judgmentally, give reassurance and encourage self-help, and other support strategies. Participants receive a certificate from MHFA USA at the conclusion of the course and also gains access to the MHFA website and resources.

4. **Case Management Services:** Family Foundations will assist Team Members with accessing community resources to address personal/family needs. This may include accessing food, housing, or other benefits.

**5. Financial Education:** The goal of the Financial Education/Coaching sessions is to help participants change their behavior with money. Family Foundations will conduct two 6-week sessions on basic financial skills and concepts to include topics such as: developing a sustainable budget, principals of savings, understanding credit/credit scores, responsible use of credit/debt, and homeownership. In addition, participants will complete *Credit When Credit is Due*, a self-paced course about the responsible use of credit. At the completion of the course, participants can add a note to their credit file and potentially receive a boost in their credit score.

**6. Financial Coaching/Counseling:** Participants will receive individual coaching/counseling to assist them in reaching specific financial goals. Each participant will receive a minimum of 4 counseling sessions. Participants will develop a budget and savings plan and a work plan will be developed to assist them in reaching their goals. Participants with more complex financial goals/issues will receive financial coaching services which are designed to assist the client over a longer period of time. Team Members interested in home ownership will be able to participate in Family Foundations' Homebuyer's Club. The Club works with participants to prepare and qualify for buying a home.

#### **PROGRAM COSTS/PAYMENT TERMS**

- 1 Full-time Program Manager: The Program Manager will serve as the MVRC's City's resource for violence reduction/prevention and community-based intervention. In partnership with other internal and external partners, this position will coordinate a comprehensive effort to address gun violence. They will develop, coordinate, and lead activities at the MVRC. The MVRC Community Services Managers collaborates with internal and external partners to provide supportive services to participants.
- 1 Full-time Outreach Worker: The Outreach Worker will work with the community on events and enhancing the program to those in the communities served by the Cure Violence three sites.
- 1 Full-time Change Engineer: Change Engineers work with participants through the process of intake, assessment, referral, education, and vocational placement.
- 1 Full-time Master's level or Licensed Mental Health Counselor's time: The counselor will be responsible for conducting group educational sessions, crisis intervention/de-briefing sessions, and case management services. The counselor will also provide individual counseling services for Cure Violence team members requesting services.
- 1 Full-time Financial Coach/Counselor: The coach/counselor will conduct group educational sessions to provide basic tools on money management. The coach/counselor will also provide initial individual financial assessments for all staff and conduct individual sessions for Cure Violence team members requesting services.
- 1 PT Case Manager: The case manager will work with Cure Violence team members to coordinate access to resources for food, housing, emergency assistance, etc. The case manager will also support the counselors in conducting workshops and coordinating counseling sessions.
- Finance & Administration Manager: An allocation of the manager's time will be included to support grant administration, billing, and reporting.
- Family Foundation Executive Director: An allocation of management's time to include general oversight of the entire Cure Violence initiative working with the City and issues to reduce crime and violence in impacted areas.

## **PROGRAM IMPACT & REPORTING – Proposed objectives for the program**

### **Mayor’s Violence Reduction Center (MVRC)**

- Completion of at least one activity identified in the scope of services
- Delivery and receipt of the goods/services procured as attested on the expenditure report
- Track and report on the number of referrals of individuals impacted by crime
- Track and report of the number of actual services received by program participants
- Track and report on referral sources and agencies
- Provide monthly Performance Reports to the City’s Office of Grants and Contract Compliance attesting to the progress towards deliverables and to validate the required minimum acceptable level of service
- Track the return on investment or benefits of this program for the City and the communities
- Hire and train staff using Cure Violence Global interview process and background checks

### **Mental Health and Life Skills**

- 95% of staff will participate in weekly group sessions at each site
- 95% of staff will participate in bi-monthly educational workshops
- 75% of participants will indicate increased knowledge of de-escalation skills
- 100% of participants will complete Mental Health First Aid Training
- 40% of participants will complete individual counseling sessions
- 100% of individual counseling participants will receive a comprehensive assessment and evaluation

### **Financial Wellness and Education**

- 60% of participants will complete the 6-week financial education series
- 90% of staff will participate in individual counseling sessions
- 100% of participants who begin individual counseling will receive the following:
  - credit report w/credit score
  - assistance with developing a budget
  - individual work plan that addresses goals and specific steps to achieve them

*(All participants may receive items above regardless of their on-going participation in individual counseling)*

- 30% of participants who begin individual counseling will request assistance with housing counseling/education or debt management

During the current fiscal year, Family Foundations has achieved the following through the end of June:

- a. conducted 8 financial education sessions
- b. provided individual financial coaching/counseling to 24 individuals
- c. provided 220 individual mental health counseling sessions to 15 individuals
- d. conducted 18 psychoeducational sessions
- e. conducted 80 weekly sessions at Bridges to Cure and Noah’s Ark

Family Foundations’ role in the Cure Violence program does not have a direct impact on residents; our role is to provide support to the staff of the programs which allows them the emotional and financial stability needed to effectively perform their jobs. The impact on residents is therefore measured by the reduction in violence achieved by the direct services performed by the Cure Violence team members. The ultimate goal is to create safer communities throughout Jacksonville, and specifically in the communities in which Cure Violence operates.

Vendor	Role	Year 1	Year 2	Year 3	Funding
Family Foundations, Inc.	Family Foundations inc. provides standardized trauma assessments and vouchers for emergency housing, addiction/mental health, childcare, education, training, and transportation	\$189,442	\$189,444	\$189,445	\$568,331
Total Contractual Services Appropriation					\$568,331