

2-1-1 Program

City Grant Proposal Term Sheet

Grant Recipient: United Way of Northeast Florida, Inc., a Florida not for profit corporation (“UW”)

Program Name: 2-1-1 (“2-1-1” or “Program”)

City Funding Request: \$150,000 (“City Funds”)

Fiscal Year: Fiscal Year 2019-2020

City Contract Term: October 1, 2019 – September 30, 2020

Any substantive change will require Council approval.

Program Background: 2-1-1 is Jacksonville’s only 24-hour information and referral service and help center. 2-1-1 provides critical information and referral services for low-income and homeless persons and families as defined in United States Code 11302 (Title 42). In 2014 and 2017, UWs in Florida commissioned the ALICE (Asset Limited, Income Constrained and Employed) report in part to help identify who in our communities were struggling to make ends meet financially (the working poor). It also documented a survival budget that identifies the basic threshold for what an individual/family must earn in order to survive. In Duval County, 37% of households fall below the ALICE threshold and are only one crisis away from poverty and homelessness.

Program Services and Activities:

Annual data (June 2018 – May 2019) shows that 2-1-1 answered 72,000+ total calls mostly from Duval County residents and provided 59,194 referrals for emergency financial assistance (utility payment assistance, rent payment assistance, rental deposit assistance, homeless shelter referrals, utility deposit assistance, permanent supportive housing, furniture and clothing assistance and more). Additionally, since there is often a connection between mental illness and homelessness, it is also important to note that 2-1-1 is Jacksonville’s suicide prevention and intervention helpline. 2-1-1 staff responded to 1,202 suicide and crisis intervention/prevention calls from people in emotional distress and possibly suicidal.

2-1-1 is also proud to partner with the Jacksonville Fire and Rescue Department and the City’s Emergency Operations Center (EOC) following the devastating impact from a hurricane. (Immediately after Hurricane Irma, 2-1-1 worked closely with the City’s EOC, Federal Emergency Management Agency (FEMA) and the Library system to establish FEMA Registration Sites that helped secure 110,000+ registrations for Duval County.) Most recently, our Board of Directors approved the establishment of MISSION UNITED to help ensure a coordinated system of care that helps veterans and their families achieve successful outcomes and avoid slipping through the cracks as they transition from active military service. The decision to move forward with MISSION UNITED was made after extensive community and key stakeholder engagement to ensure that there would be a value add and not duplicate existing activities.

Budget Narrative regarding the use of the City Funds:

\$15,000 – Head of Basic Needs - Jeff Winkler, a long-standing member of the non-profit community and a 13-year veteran with UW, serves as Head of Basic Needs with UW. In this role, he provides oversight of the development and implementation of 2-1-1’s strategic plan and vision. Jeff will spend approximately 35% of his time related to 2-1-1 activities.

\$30,000 – 2-1-1 Director - The UW 2-1-1 Director is responsible for daily management and oversight of UW 2-1-1 staff and volunteers, including scheduling, training, adherence to accreditation requirements and ongoing continuing education training. COJ funding would account for less than 50% of salary for this position.

\$95,000 – Call Center Specialists (6-7) – Answer calls and provide information & referral services and crisis intervention and suicide prevention support. COJ funding would account for approximately 67% of salaries for these positions.

\$10,000 – ServicePoint - 2-1-1 uses ServicePoint from WellSky Corporation to track all calls and referrals. ServicePoint uses nationally approved Taxonomy of Human Services (accreditation requirement) to describe and classify consumer needs and provider services, resulting in a streamlined and community-specific index of services and search results that accurately address consumers' needs on the first try. COJ funding would account for approximately 26% of the total annual cost for ServicePoint.

Additional Grant Requirements and Restrictions: City Funds for the Program shall be subject to Parts 1 through 5 of Chapter 118, Jacksonville Municipal Code. Recipient shall use the City funds for the Program in accordance with this City Council approved City Grant Proposal Term Sheet (“Term Sheet”) and the City Council approved Program budget. The Grants Administrator may amend this Term Sheet and the approved Program budget consistent with the Program needs provided that any substantial change to this Term Sheet or the approved Program budget will require further Council approval.

FY 2020 City of Jacksonville Grant Proposal - Program Budget Detail

Lead Agency:
 United Way of Northeast Florida, Inc.
Program Name:
 United Way 2-1-1/Information & Referral

City of Jacksonville Fiscal Year: October 1, 2019 to September 30, 2020

Any substantial change will require Council approval.

Categories and Line Items	Total Cost of Program FY 2019-2020	BUDGET			
		Agency Provided Funding	All Other Program Revenues	Funding Partners	
				City of Jacksonville (General Fund)	Private Foundation Funding
I. Employee Compensation					
Personnel - 01201 (list Title & Name of Employee)					
1. Call Center Specialists (7)	\$192,000.00	\$80,000.00	\$17,000.00	\$95,000.00	\$0.00
2. Director	\$80,000.00	\$35,000.00	\$15,000.00	\$30,000.00	\$0.00
3. Call Center Specialists (Temp. Coverage)	\$20,000.00	\$20,000.00	\$0.00	\$0.00	\$0.00
4. 2-1-1 Overtime Expenses	\$5,000.00	\$5,000.00	\$0.00	\$0.00	\$0.00
5. 2-1-1 MFV Care Coordinator	\$42,000.00	\$0.00	\$42,000.00	\$0.00	\$0.00
6. HMG Administrative Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
7. Departmental Support	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
8. Head of Basic Needs	\$54,650.00	\$35,000.00	\$4,650.00	\$15,000.00	\$0.00
9. 2-1-1 MFV Resource Specialist	\$35,000.00	\$0.00	\$35,000.00	\$0.00	\$0.00
10. Information & Texting Platform Manager	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal Employee Compensation	\$428,650.00	\$178,000.00	\$113,650.00	\$140,000.00	\$0.00
Fringe Benefits					
Payroll Taxes - FICA & Med Tax - 02101	\$32,248.00	\$25,426.00	\$6,822.00	\$0.00	\$0.00
Health Insurance - 02304	\$99,255.00	\$78,000.00	\$21,255.00	\$0.00	\$0.00
Retirement - 02201	\$40,000.00	\$40,000.00	\$0.00	\$0.00	\$0.00
Dental - 02301	\$2,000.00	\$2,000.00	\$0.00	\$0.00	\$0.00
Life Insurance - 02303	\$4,600.00	\$4,600.00	\$0.00	\$0.00	\$0.00
Workers Compensation - 02401	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Unemployment Taxes - 02501	\$400.00	\$400.00	\$0.00	\$0.00	\$0.00
Other Benefits - (Please describe)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal Taxes and Benefits	\$178,503.00	\$150,426.00	\$28,077.00	\$0.00	\$0.00
Total Employee Compensation	\$607,153.00	\$328,426.00	\$141,727.00	\$140,000.00	\$0.00
II. Operating Expenses					
Occupancy Expenses					
Rent - Occupancy -04408	\$48,000.00	\$48,000.00	\$0.00	\$0.00	\$0.00
Telephone - 04181	\$68,884.00	\$67,684.00	\$1,200.00	\$0.00	\$0.00
Utilities - 04301	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Maintenance and Repairs - 04603	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Insurance Property & General Liability - 04502	\$11,148.00	\$9,600.00	\$1,546.00	\$0.00	\$0.00
Other - (UWW & UWof Annual Dues)	\$40,600.00	\$40,500.00	\$0.00	\$0.00	\$0.00
Office Expenses					
Office and Other Supplies - 05101	\$880.00	\$400.00	\$480.00	\$0.00	\$0.00
Postage - 04101	\$150.00	\$150.00	\$0.00	\$0.00	\$0.00
Printing and Advertising - 04801	\$2,220.00	\$1,500.00	\$720.00	\$0.00	\$0.00
Publications - 05216	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Staff Training & Conferences - 05401	\$20,300.00	\$17,800.00	\$2,500.00	\$0.00	\$0.00
Directors & Officers - Insurance - 04501	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Professional Fees & Services (not audit) - 03410	\$50,000.00	\$40,000.00	\$0.00	\$0.00	\$10,000.00
Background Screening - 04938	\$700.00	\$700.00	\$0.00	\$0.00	\$0.00
Other - Equipment under \$1,000 - 06403	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other - (Please describe)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Travel Expenses					
Local Mileage - 04021	\$1,052.00	\$500.00	\$552.00	\$0.00	\$0.00
Parking & Tools - 04028	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Equipment Expenses					
Rental & Leases - Equipment - 04402	\$37,694.00	\$37,694.00	\$0.00	\$0.00	\$0.00
Vehicle Fuel and Maintenance - 04216	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Vehicle Insurance -04502	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other - (Service Point Database & CRM)	\$39,000.00	\$29,000.00	\$0.00	\$10,000.00	\$0.00
Direct Client Expenses - 08301					
Client Rent	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Client Utilities	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Client Food	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Client Medical	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Client Educational	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Client Personal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Client Other (Please describe)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Client Other (Please describe)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Operating Expenses	\$320,528.00	\$293,528.00	\$6,998.00	\$10,000.00	\$10,000.00
III. Operating Capital Outlay (OVER \$1,000)					
Machinery & Equipment - 06402	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Computers & Software - 06427	\$2,200.00	\$0.00	\$2,200.00	\$0.00	\$0.00
Other - (Please describe)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Capital Outlay	\$2,200.00	\$0.00	\$2,200.00	\$0.00	\$0.00
Direct Expenses Total	\$929,878.00	\$618,854.00	\$160,925.00	\$150,000.00	\$10,000.00
Percent of Budget	100.0%	66.6%	18.2%	16.1%	1.1%