

## **Terms and Scope of Services**

**Recipient:** United Way of Northeast Florida, Inc.

**City Funding Request:** \$200,000

**Fiscal Year:** Fiscal Year 2023-2024

**City Contract Term:** Effective Date of Ordinance – September 30, 2024

### **Background/Purpose:**

In the United States, 1 in 5 children and adults suffer with mental illness. The need is there. One of our goals should be to increase awareness of the “988” call center and helping people with mental/behavioral health concerns. A robust digital and social media campaign to increase the awareness of and educate the public about the utility of 988 is essential. As we educate the community and promote this call-in number, the number of calls to the United Way of Northeast Florida is expected to increase substantially. With their current staffing (12 crisis managers) we will likely see an increased percentage of calls going to the national call center instead of being handled locally. The local crisis managers have seen a 98.7% success rate at deescalating the crisis and keeping folks out of the emergency room or from being Baker Acted while setting-up appropriate follow up through a collaboration of mental health resources, locally (such as Child Guidance Center, National Alliance on Mental Illness (NAMI), Gateway, Mental Health Resource Center, Northwest Behavioral Health and Angel Kids Pediatric Foundation just to name a few). The United way of Jacksonville currently answers from 600 to 800 mental health crisis calls from Duval County per month. This is a 75% increase in crisis calls over the last year. The United Way has a success rate of 98.7% in terms of avoiding Baker Act outcomes and/or having to call 911 when engaged in responding to these crisis calls. At present, they are able to answer 82% of all local crisis calls placed in the Northeast Florida area. The other 18% are answered by the national call center who are unfortunately less effective in avoiding Baker Act or 911 responses. At present, the United Way of Northeast Florida provides these crises call services with 12 crisis managers. The funds provided by this grant will enable the United Way to hire an additional 2 crisis managers to respond to the increase in local calls and reduce the number of crisis calls directed to the national call center.

### **Scope of Work:**

Funding will be used to support two additional staff to assist with answering crisis calls at the call center.

### **Payment Terms:**

Recipient shall be paid on a reimbursement basis.

### **Approved Budget and Reporting:**

Recipient shall submit a budget reflecting allocated uses of City funds to be approved by City Council. Recipient shall also submit reporting as required by City Council.

### **Additional Grant Requirements and Restrictions:**

City Funds for the Program shall be subject to Parts 1 through 5 of Chapter 118, Jacksonville Municipal Code, as applicable.