

AGENCY NAME:

**REQUEST FOR INFORMATION
#6757**

**COORDINATED FUNDING:
Agency Eligibility for
Human Services Program Operations
FY2014-2016**

Issued By:

Washtenaw County Purchasing
Administration Building
220 N. Main Street
Ann Arbor, MI 48104

Angela O. Perry
Purchasing Manager
(734) 222-6768





**WASHTENAW COUNTY
FINANCE DEPARTMENT**
Purchasing Division

220 N. Main, Ann Arbor, MI 48104
Phone (734) 222-6768, Fax (734) 222-6764
www.purchasing.ewashtenaw.org

REQUEST FOR INFORMATION 6757

November 14, 2013

Washtenaw County Purchasing Division on behalf of the Washtenaw County Office of Community and Economic Development, in partnership with the City of Ann Arbor, the United Way of Washtenaw County, the Washtenaw Urban County, and the Ann Arbor Area Community Foundation, is issuing a Request for Information (RFI) # 6757 to human service-providing¹ non-profit agencies located in Washtenaw County. This RFI process will determine which agencies will be eligible to apply for Human Services Program Operations funding through the upcoming Coordinated Funding Request for Proposals (RFP) in January of 2014. If an agency fails to submit a completed response to this RFI by the deadline (see below), that agency will be ineligible to apply for Human Services Program Operations funding from the City of Ann Arbor, Washtenaw County, the Washtenaw Urban County, the United Way of Washtenaw County, or the Ann Arbor Area Community Foundation through the Coordinated Funding RFP for FY2014 to 2016.

A **mandatory** informational meeting will be held on Thursday, November 21st at 9 am in the Washtenaw County LRC Building, in Room A, located at 4135 Washtenaw Ave, Ann Arbor, MI.

Proposals: Agency will submit one (1) **electronic copy** of their completed RFI response to the Washtenaw County Purchasing Division via perrya@ewashtenaw.org and the Coordinated Funders via areel@uwwashtenaw.org. Proposals must be submitted:

by Friday, January 3, 2014 at 3:00 p.m est.

Proposals received after the above cited time will be considered a late request and are not acceptable. The subject of the email should read "RFI 6757".

Please direct concerns regarding electronic submission of this RFI to Amanda Reel, Community Impact Manager, at 734-677-7234 (office) or areel@uwwashtenaw.org.

¹ Human services categories include: Health, Aging, School-Aged Youth, Early Childhood, Housing/Homelessness and Hunger Relief.

Please direct purchasing and procedural questions regarding this RFI to Angela O. Perry **via email only** to perrya@ewashtenaw.org.

Please direct technical questions regarding this RFI to Debbie Jackson, Director of Community Impact, at 734-677-7209 (office) or djackson@uwwashtenaw.org; or Michael King, Human Services Program Specialist, at (734) 222-3786 or kingme@ewashtenaw.org.

Definitions:

- "Agency"** is a non-profit organization providing services in Washtenaw County to Washtenaw County residents.
- "City"** is the City of Ann Arbor in Michigan.
- "County"** is Washtenaw County in Michigan.
- "United Way"** is the United Way of Washtenaw County.
- "Urban County"** is the Washtenaw Urban County, the CDBG entitlement community including the following municipalities: Ann Arbor Township, Bridgewater Township, Dexter Township, Manchester Township, Lima Township, the City of Ann Arbor, the City of Saline, the City of Ypsilanti, Northfield Township, Pittsfield Township, Salem Township, Saline Township, Scio Township, Superior Township, Webster Township, York Township, Ypsilanti Township, and Manchester Village.

Purpose of Proposal:

In keeping with best practices in non-profit management, and to ensure appropriate stewardship of local human services funding, the following entities will require all potential applicants to the FY2014-2016 Coordinated Funding Human Services Program Operations RFP (to be released in January 2014) to complete this Request for Information (RFI). The documents requested as a part of this RFI will be used as a basis for review of agency financial and organizational capacity, and as indicators of an agency's ability to perform proposed activities, in order to determine which human services-providing agencies will be eligible to apply for Human Services Program Operations funding from the following entities:

**United Way of Washtenaw County
Washtenaw County
City of Ann Arbor
Washtenaw Urban County
Ann Arbor Area Community Foundation**

The documents and responses requested through this RFI are fundamental to any well-conceived and functioning non-profit, and should be readily accessible to those organizations intending to apply for and receive human services funding. Additionally, the purpose of conducting the RFI process (agency evaluation) separate from the RFP (program evaluation) is to acknowledge the request from multiple agencies to allow a staggered timeline for submission of required documents. It is our hope that this multi-step process will alleviate the burden on agencies and allow for a more streamlined application process.

Background:

In an effort to further the improvements realized through the existing public-private coordinated funding process currently employed by Washtenaw County, the City of Ann Arbor, the Washtenaw Urban County, the United Way of Washtenaw County, the Ann Arbor Area Community Foundation, as recommended by an independent evaluation from the TCC Group in April 2013, this partnership will continue to emphasize sound practices with clear and measurable program outcomes, while adopting a community impact model where program strategies must align with identified community-level outcomes. Toward this end, the partnership will continue to encompass three coordinated funding efforts: Planning/Coordination, Program Operations and Capacity Building. This RFI is the first step in a two-part application process for the Program Operations funding for FY2014-2016.

Proposal Terms:

The Office of Community and Economic Development and the United Way of Washtenaw County reserve the right to reject any and all proposals received as a result of this RFI. Agencies which demonstrate a fundamental fiscal and organizational capacity to provide the specified services will be eligible to respond to the RFP to be issued in January 2014. In the event it becomes necessary to revise any part of the RFI, addenda will be provided. Deadlines for submission of RFI's may be adjusted to allow for revisions. To be considered, one (1) **electronic copy** of the RFI and required agency documents must be received by the County Purchasing Office and the Coordinated Funders on or before the date and time specified.

Proposal Specifications:

The proposal should include all of the following information.

A. Submit one electronic copy of the following organizational documents:

1. 501-c-3 determination letter (*for any applicant not currently funded by either the United Way of Washtenaw County or the Office of Community and Economic Development or the Ann Arbor Area Community Foundation*)
2. Completed Community Services and Governance Standards Checklist (For agencies with a budget size of \$250,000 or greater, in order to be considered "complete," the checklist must include a detailed plan for achieving compliance in any areas answered "No" or "In Process"; *see Attachment A*)
3. Current board roster (or advisory committee roster, if applicable) using provided template (*Must include term limits, tenure, committees, and officers; see Attachment B*)
4. Board minutes reflecting last 13 months of governance through December 2013 (*Handouts/attachments/etc. not necessary; please only provide the Board minutes*)
5. 2013 Michigan Solicitation License, or plan to obtain 2014 license
6. Copy of your most recent board approved strategic plan, business plan and/or work plan that indicates current organizational priorities
7. Organizational chart with staff names and position titles identified (For agencies with less than three (3) employees, please supply a list of employee names and corresponding position titles)

B. Submit one electronic copy of the following financial documents:

8. If Annual Total Revenue of \$500,000+:
Most Recent independent audit and submission of SAS114, and 115 if applicable.

If Annual Total Revenue of \$250,000 or more and less than \$500,000:
Prefer submission of independent financial audit and of SAS114, and 115 if applicable. If this is not conducted, then submission of an independent financial review is required.

If Annual Total Revenue of less than \$250,000:
Prefer submission of independent financial audit and SAS114, and 115 if applicable - or independent review. If neither of these is conducted then submission of the most recent Board approved fiscal year financial statements and IRS submission.
9. Most Recent 2 years of Form 990s as submitted to the IRS
10. Copies of your current and prior year Board-approved agency budget and current and prior year-end financial statements.
11. Copy of current reserve policy

C. Submit one electronic copy of the following document:

1. Signature Page and Submission Checklist (see page 7 of this RFI)

Evaluation Information:

The list above identifies all the required documents to be submitted as a part of this RFI. **A checklist is provided on the following page that must also be completed, signed and submitted along with agency documents.** Agency documentation will be reviewed by volunteers with expertise in finance and/or management during the month of January 2014 and used to identify any agency financial or organizational capacity concerns prior to the program operations application process.

The following non-exhaustive criteria will be used to evaluate agencies:

1. Completion and submission of all required financial/organizational documents below.
2. Submission of a feasible plan for any "No" or "In Process" answers to Community Services and Governance Standards Checklist categories.
3. Demonstration that an agency has an existing physical program location in Washtenaw County as verified by either the board approved strategic plan, business plan, website, promotional materials and/or work plan that indicate current organizational priorities in Washtenaw County.
4. Evaluation of financial stability as verified by review of current audit or independent financial review or the Board approved fiscal year-end financial statements for the last 2 years and IRS submission; reserve policy and strategic/business plan.
5. Active engagement of the Board of Directors as verified by past 13 months of formal Board minutes.

All agencies responding to this RFI will be notified prior to the release of the RFP whether or not they are eligible to apply. If an agency does not meet the above criteria of this RFI, it will not be eligible for Human Services Program Operations funding in the FY2014-2016 RFP (to be released in January 2014).

SIGNATURE PAGE & SUBMISSION CHECKLIST
Board Chair and CEO Signature Required

DUE DATE: JANUARY 3, 2014 by 3PM

AGENCY NAME: _____

ADDRESS: _____

CONTACT PERSON FOR THIS APPLICATION: _____

PHONE: _____

E-MAIL: _____

SUBMISSION CHECKLIST:

____ One (1) electronic copy of organizational documents (List A on page 4 of RFI)

____ One (1) electronic copy of fiscal documents (List B on page 5 of RFI)

____ One (1) electronic copy of Board and CEO signature page/checklist (this page)

____ Create and/or update agency profile on communitygrants.org

Please list date of update: _____

Our agency intends to apply for funding from the United Way of Washtenaw County, the Office of Community and Economic Development, and the Ann Arbor Area Community Foundation for the FY2014-2016 Human Services Program Operations funding cycle (to be released via RFP in January 2014). Our signatures below indicate our completion and submission of our agency's required RFI response.

President/CEO/Fiscal Agent

Board Chair

Submit to:

Washtenaw County Purchasing Division via perrya@ewashtenaw.org
Coordinated Funders via areel@uwwashtenaw.org

by Friday, January 3, 2014 at 3:00 p.m.

ATTACHMENT A:
COMMUNITY SERVICES AND GOVERNANCE STANDARDS

Agency Name: _____

Community Service & Governance Standards Self Evaluation Checklist

The following checklist is adapted from the *Washtenaw Housing Alliance Member Service Standards* for member agencies, modified to address basic service and organizational standards for any agency providing services to Ann Arbor and Washtenaw County residents. Foundational governance standards, created by the *Washtenaw County Funders' Forum*, are also incorporated.

Affirmative (“Yes”) responses are not required for funding, but completion and submission of this checklist is mandatory. In the case of a “No” or “In-process” response, please add a brief explanation for each unmet standard at the end of this document.

STANDARD	YES	NO (PLEASE EXPLAIN)	IN-PROCESS (PLEASE EXPLAIN)	N/A
Organizational Governance				
1. The agency maintains a Board orientation, recruitment, and education policy or plan				
2. There is a Whistleblower policy for employees				
3. There is a record retention and destruction policy for employees				
4. Members of the Board of Directors are independent, non-compensated and unrelated.				
5. The agency maintains updated By-laws				
6. The agency maintains all organizational and corporate documentation, including State of Michigan Annual Report, annual State of Michigan Filings, up-to-date unemployment filings, other regulatory forms (5500) and current Charitable License to Solicit, and complies with federal, state, and local laws				
7. The agency has a policy addressing conflicts of interest.				

STANDARD	YES	NO (PLEASE EXPLAIN)	IN-PROCESS (PLEASE EXPLAIN)	N/A
Organizational Governance (continued)				
8. The agency fully complies with all federal, state, and local non-discrimination laws and ordinances by ensuring that no person be discriminated against (including employees, clients and/or volunteers) in any employment, housing, or service delivery based on the person's actual or perceived race, color, age, gender, religion, national origin, physical or mental limitation, height and weight, marital status, family responsibilities, educational association, condition of pregnancy, source of income, sexual orientation, gender identity, or HIV status.				
9. The agency maintains an expectation for Board giving of 100%, excluding those Board members who are consumer representatives				
Fiscal Administration				
10. Fiscal administration is carried out with appropriate internal control, reporting and auditing procedures.				
General Policies and Procedures				
11. The agency has written policies and procedures that are reviewed and revised on a routine basis.				
12. Orientation for new employees and volunteers includes a review of the policies and procedures, and all updates are available to all employees. All legal mandates are followed in the creation of policies and procedures (i.e. child and elder abuse).				
13. Agency has appropriate safety and emergency plans which are regularly reviewed and practiced with staff.				

STANDARD	YES	NO (PLEASE EXPLAIN)	IN-PROCESS (PLEASE EXPLAIN)	N/A
Personnel				
14. The agency adheres to all laws and regulations regarding hiring, maintaining, and dismissing employees.				
15. The agency has written job descriptions.				
16. All staff adhere to the values (guiding principles) established by their agency and/or the Code of Ethics of their respective discipline (example, social workers must comply with National Association of Social Workers Code of Ethics).				
Personnel Training				
17. The agency provides appropriate and documented staff orientation and ongoing training pertinent the services provided by the agency.				
18. The agency follows a regular system of staff supervision.				
Consumer Feedback				
19. The agency has a defined process for collecting feedback, responding to consumer concerns, and incorporates feedback in program planning.				
Case Record Review				
20. The agency has a method of ensuring the secure maintenance of case files and case notes and has a method of ensuring completeness.				
Organization Evaluation and Data Collection				
21. The agency demonstrates that they regularly evaluate themselves to measure their effectiveness in meeting the needs of the population served.				

STANDARD	YES	NO (PLEASE EXPLAIN)	IN-PROCESS (PLEASE EXPLAIN)	N/A
Client and Agency Rights and Responsibilities				
22. All communications with clients are presented in ways that are understandable to the clients.				
23. All programs have written client eligibility criteria with clearly delineated admission criteria which is distributed or otherwise made known.				
24. Hours of operations are consistent and made known to clients.				
25. Guidelines of unacceptable client behaviors that could lead to termination of services or program ineligibility are clearly communicated and documented.				
26. The agency has an appeals policy which includes appropriate due process when handling appeals, as well as when deciding to restrict clients from services.				
27. Reasonable efforts are made to accommodate clients with a disability. If a program cannot make appropriate and adequate accommodations which are satisfactory to the client, then the client should be offered all options that exist to them, including information on other agencies which may be able to serve the client.				
28. The agency demonstrates that all clients receive a copy of the client and agency rights and responsibilities document which includes instructions for grievances and appeals and identifies the agency client rights officer, if applicable.				

BOARD AND EXECUTIVE VERIFICATION OF COMMUNITY SERVICE AND GOVERNANCE STANDARDS

We, _____ (name of Board President) and _____ (name of CEO) have reviewed this document and verify that it is accurate.

BOARD PRESIDENT/CHAIRPERSON: _____ **DATE:** _____

EXECUTIVE DIRECTOR/CEO _____ **DATE:** _____

ATTACHMENT B:

Agency Board Member Roster

RFI #6757: Agency Eligibility for Human Services Program Operations

Name	Current Term Start Date	Current Term End Date	Total Number of Years on Board	Officer? (Title)	Committee Membership? (List all Committee Names)

A. What percentage of the Agency's board membership has made a financial contribution to the agency in the past twelve months? _____%*

B. What percentage of the Agency's board membership has NOT made a financial contribution to the agency in the past twelve months? _____%*

**(A + B should equal 100% of Board membership).*

C. Does your agency have a term limit policy? Yes _____ No _____