

BIDDERS COMPANY NAME

Request for Proposal #6437

Office of Community Development 2009-11 Human Services Funding Washtenaw Urban County (CDBG), City of Ann Arbor (General Fund) and Washtenaw County (General Fund)



Prepared By:

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WASHTENAW COUNTY

Finance Department
Purchasing Division

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REQUEST FOR PROPOSAL #6437

January 9, 2009

Washtenaw County Purchasing Division, on behalf of the Office of Community Development, is requesting proposals for identified human services. These projects will be funded through the Community Development Block Grant (CDBG) Program, which are federal grants that Washtenaw County administers for the Washtenaw Urban County, including the City of Ann Arbor. In addition, the City of Ann Arbor and Washtenaw County allocate General Funds for human services. All proposals funded with Washtenaw County CDBG funds must address the needs of the low-income residents of jurisdictions that currently participate in the Urban County including: Ann Arbor Township, Bridgewater Township, the City of Ann Arbor, the City of Ypsilanti, Northfield Township, Pittsfield Township, Salem Township, Scio Township, Superior Township, York Township, and Ypsilanti Township. All proposals funded with Washtenaw County or City of Ann Arbor General Funds must also benefit low-income Washtenaw County or City of Ann Arbor residents respectively.

Organizations contracting with Washtenaw County and the City of Ann Arbor must also comply with certain local requirements of the County and City's respective Human Rights and Living Wage Ordinances. In addition, each organization must carry minimum Liability and Workers Compensation insurance. See details in appendices.

Sealed Proposals: Vendor will deliver one (1) original and two (2) copies in an envelope clearly marked:

RFP #6437 City of Ann Arbor & Washtenaw County

to the following address:

Washtenaw County
Administration Building
Purchasing Division
220 N. Main St. Room B-35
Ann Arbor, MI. 48107

BY 3:00 PM on February 11, 2009.

A mandatory Pre-Bidders Conference is scheduled for Friday, January 16, 2009 from 1:00pm-3:00pm at the Library Learning Resource Center, 4135 Washtenaw Avenue, Ann Arbor, Conference Room A. Please read the entire RFP prior to attending.

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Each submission must include the entire Request for Proposal document, additional documents as required for new Bidders and any amendments if issued.

Proposals received after the above-cited deadline will be disqualified, and not reviewed. Late proposals for funds may be accepted if approved by the Washtenaw County Purchasing Manager, the City of Ann Arbor Community Services Administrator, and the Director of the Office of Community Development.

- Please direct questions regarding this RFP document or procurement process to Anne Strieter, Senior Buyer at (734) 222-6760 or strietera@ewashtenaw.org
- Training sessions will be held in January 2009 for nonprofits that have not previously been trained, or that would like a refresher on how to use the online system *Community Grants*. Please see page 8 of this RFP for instructions about registration for these trainings.
- After attending one of the training sessions, please direct technical questions on how to use the communitygrants.org system to help@communitygrants.org.
- For technical questions about the program and service elements of this RFP, please contact Andrea Plevak at (734) 622-9007 or pleveka@ewashtenaw.org.

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I. GENERAL INFORMATION

Definitions: “**Urban County**” is Washtenaw Urban County; the CDBG entitlement community including the following municipalities: Ann Arbor Township, Bridgewater Township, the City of Ann Arbor, the City of Ypsilanti, Northfield Township, Pittsfield Township, Salem Township, Scio Township, Superior Township, York Township, and Ypsilanti Township.

“**County**” is Washtenaw County in Michigan.

“**City**” is City of Ann Arbor, Michigan.

“**Bidder**” is an individual or business submitting a bid in response to this RFP

“**Contractor**” One who performs work or furnishes materials in accordance with a contract.

A. PURPOSE OF REQUEST FOR PROPOSAL

In 2003, the Department of Housing and Urban Development (HUD) awarded Community Development Block Grant (CDBG) funding to Washtenaw County on behalf of the seven original Urban County Townships in order to serve low- and moderate-income households. In 2006, two additional Townships and the City of Ypsilanti joined the Urban County to be eligible for this funding. Most recently, the City of Ann Arbor has joined the Urban County and will pool the CDBG funding they receive from HUD with the rest of the Urban County CDBG funds. In addition, the Washtenaw County Board of Commissioners and the City of Ann Arbor City Council allocate General Funding in their annual budgets to support human services for low-income residents.

The 2009-2013 CDBG Urban County Consolidated Strategy and Plan¹ provides an analysis of the need for housing and non-housing community development projects within the boundaries of the following eleven current Urban County jurisdictions: Ypsilanti Township, City of Ypsilanti, City of Ann Arbor, Pittsfield Township, York Township, Scio Township, Superior Township, Northfield Township, Salem Township, Bridgewater Township, and Ann Arbor Township.

The Washtenaw Urban County, the City of Ann Arbor and Washtenaw County seek proposals for human services, which are consistent with the Human Services Priorities (see Section III).

The Washtenaw Urban County, City of Ann Arbor and Washtenaw County funding available for bid in this RFP will cover the period from July 1, 2009- June 30, 2011. The Washtenaw Urban County, the City of Ann Arbor and the Washtenaw County will recommend funding based on a two-year budget, with funding levels available in year two conditional upon the funding allocations from HUD, the City of Ann Arbor and Washtenaw County. There will not be a regular RFP process in 2009-10 for the Urban County, the City or the County; funding for year two will be allotted based on the RFP submitted in 2009-10. The Washtenaw Urban County CDBG allocations are approved by the Washtenaw Urban County. The City and County budgets are approved, respectively, by the City of Ann Arbor City Council and the Washtenaw County Board of Commissioners.

¹ Interested parties can download the Washtenaw Urban County Consolidated Plan at www.ewashtenaw.org by clicking on “Government-Departments-Community Development- Plans, Reports, & Data”.

B. REQUEST FOR PROPOSAL TERMS –

- 1) The City of Ann Arbor and Washtenaw County reserve the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, the City of Ann Arbor and Washtenaw County will consider the most advantageous proposal regarding price, quality of service, vendor's qualifications and capabilities to provide the specified service, geographic area to be served, and other factors. The City and the County do not intend to award a bid fully on the basis of any response made to a proposal; the County and the City of Ann Arbor reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that contractor whose proposal is deemed to best meet the City of Ann Arbor and Washtenaw County's specifications and needs.

Award letters will be sent to bidders in May of 2009, and final contracts will be effective on July 1, 2009.

- 2) The City of Ann Arbor and Washtenaw County reserve the right to waive or not waive informalities or irregularities in bids or bidding procedures. **Once submitted, no proposal may be amended or substituted, unless permitted by the Director of the Office of Community Development, the Washtenaw County Administrator or the City Community Services Administrator.**
- 3) An official authorized to bind the provider to its provisions for at least a period of 90 days must sign proposals. Failure of the successful bidder to accept the obligation of the bid may result in the cancellation of any award.
- 4) Neither the City of Ann Arbor nor Washtenaw County will be liable for any costs associated with the preparation, transmittal, or presentation of any materials submitted in response to this RFP.
- 5) In the event it becomes necessary to revise any part of the RFP, an addendum will be provided. Deadlines for submission of the RFPs may be adjusted to allow for revisions.
- 6) Proposals should be prepared simply and economically providing a straightforward, concise description of the vendor's ability to meet the requirements of the RFP. Proposals shall be submitted on www.communitygrants.org.
- 7) The Manager of the Purchasing Division and the Office of Community Development reserve the right before making an award of County funds to have the premises of the bidder inspected, or to take any other action necessary to determine the fitness, reliability, and ability to perform. The inspection could check the physical location, facilities, equipment, spare parts, and/or for ability to comply with conditions of the bid.
- 8) The City of Ann Arbor Community Services Administrator and the Office of Community Development reserve the right before making an award of City funds to have the premises of the bidder inspected, or to take any other action necessary to determine the fitness, reliability, and ability to perform. The inspection could check the physical location, facilities, equipment, spare parts, and/or for ability to comply with conditions of the bid.
- 9) The contract(s) will last from July 1, 2009 until June 30, 2010. ALL grantees will receive an amendment to the FY 2010-11 contracts in March 2010 to extend the contract for FY 2010-11 to June 30, 2011.
- 10) The Urban County, the City or the County reserve the right to recapture and reallocate funds to alternate projects for any project where the contract has not been executed by **September 30, 2009** or where the projects are not progressing in a timely manner.

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- 11) The Urban County, the City or the County reserve the right to establish spending guidelines for all projects and approve funding contingent upon meeting additional requirements.
- 12) Vendor must affirm that the costs stated in this RFP will be valid for the year period after the proposal is submitted.
- 13) Invoices (or Request for Reimbursement forms as applicable) submitted must be itemized to include monthly costs for given time period, and include the City/County's purchase order number. Any changes to the program budget need to be requested in writing and approved in advance.

II. ESTIMATE OF FY 2009-11 FUNDING AVAILABLE

Below are estimated levels of funding based on current reports from the US Department of Housing and Urban Development (HUD). Final allocations are contingent upon the approval and release of funds from HUD and the receipt of the funding by Washtenaw County, as well as the appropriation of General Funding by the City of Ann Arbor City Council and the Washtenaw County Board of Commissioners for human services programs. According to HUD guidelines, CDBG funds must be used to benefit those households that have incomes at 80% of the Area Median Income² and below. All of these funds will be allocated on a two-year funding cycle. Please see "Purpose of Request for Proposal" in Section I-A of this document for more information.

A. ESTIMATED WASHTENAW URBAN COUNTY FUNDING AVAILABLE

As of the date that this RFP was published, the Office of Community Development estimated that there would be **approximately \$325,000 in Urban County CDBG funding** available for human services programs. This funding must be spent to benefit eligible households in the following jurisdictions: Ann Arbor Township, Bridgewater Township, the City of Ann Arbor, the City of Ypsilanti, Northfield Township, Pittsfield Township, Salem Township, Scio Township, Superior Township, York Township, and Ypsilanti Township.

B. ESTIMATED CITY OF ANN ARBOR FUNDING AVAILABLE

As of the date that this RFP was published, the Office of Community Development estimates that there will be **approximately \$1,200,000 in City of Ann Arbor General Funds³** available for human services programs in FY 2009-10, which must be used to serve eligible City of Ann Arbor residents.

C. ESTIMATED WASHTENAW COUNTY FUNDING AVAILABLE

As of the date that this RFP was published, the Office of Community Development estimates that there will be **approximately \$100,000 in Washtenaw County General Funds** available for human services programs in FY 2009-10, which must be used to serve eligible Washtenaw County residents.

² The U.S. Department of Housing and Urban Development releases these area median family income (AMI) limits on a yearly basis. However, as the local area median family income is very high in comparison to the national median income, HUD often caps the local eligibility at somewhat less than 80% of AMI. For instance, this year the cutoff for eligibility is approximately 77% of AMI.

³ Note: This is the current, estimated allocation for human services from the City of Ann Arbor general fund. City Council will not approve a final allocation of General Funds for Human Services until May 2009 as part of the entire FY 2009-10 City of Ann Arbor budget.

III. FY 2009-11 HUMAN SERVICES FUNDING PRIORITIES

A. HUMAN SERVICES FUNDING PRIORITIES

The following are the Human Services Priorities for the Washtenaw Urban County, the City of Ann Arbor and Washtenaw County. These priorities can be found in the 2009/10 Washtenaw Urban County Annual Plan.

While it is recognized that additional human service needs exist throughout the community, there is a limited pool of resources available. Therefore, only the following priorities will be eligible for funding through this RFP.

INCREASE HOUSING STABILITY

- Reduce the incidence and onset of homelessness
- Reduce the negative impact and duration of homelessness
- Provide homeownership or permanent supportive housing opportunities
- Provide emergency shelter for those who are homeless

INCREASE FAMILY ECONOMIC STABILITY

- Provide access to quality, affordable childcare
- Assist persons with special needs to achieve and maintain maximum level of independence (Supportive Services to Seniors and Persons with Disabilities)
- Provide employment training or related services or transportation to increase employment acquisition and maintenance.

INCREASE ACCESS TO HEALTH & WELL-BEING

- Provide affordable primary and specialty medical, dental, pre-natal and mental health care, or substance abuse services for under or non-insured
- Provide emergency food and / or nutritional supplements

INCREASE LONG-TERM SUCCESS OF AT-RISK YOUTH

- Provide after school / summer academic enrichment activities
- Provide job skills training
- Provide opportunities for community involvement, civic engagement and leadership training

IV. PROPOSAL INSTRUCTIONS

Please review all instructions before proceeding. Be sure to answer all questions as instructed in this RFP and submit all components according to the Submission Requirements Checklist in Section IV-E. Each proposal will be evaluated by a team of reviewers to understand how the proposed program meets the Human Services Priorities as listed in Section III.

Note: Bidders will submit one application for all Human Services funding. Human Services funding will be awarded based on a coordinated funding process between the Washtenaw Urban County, the City of Ann Arbor and Washtenaw County.

A. PROPOSAL AVAILABILITY

Copies of the complete Request for Proposal #6437 are available online in Adobe format at the Washtenaw County website <http://purchasing.ewashtenaw.org> click on online bids, then click on open bids, find RFP#6437 and download.

B. ONLINE GRANT APPLICATION & TRAINING

All Bidders must complete their applications via the www.communitygrants.org website and should attend a training session on how to use the system. In order to access the online application, all bidders must request a password to use the system via the website. The Office of Community Development and the NEW Center have coordinated trainings and **strongly encourage** all bidders to attend a training session on how to use the online system. The following training sessions are available for the Office of Community Development 2009-11 Request for Proposals:

TRAINING SESSIONS:

Friday Jan. 9th, 2009 12pm to 1pm

Monday Jan. 12th, 2009 2pm to 3pm

Monday Jan. 26th, 2009 10am to 11am

Friday Jan. 30th, 2009 12pm to 1pm

Agencies must pre-register for these training sessions, which will be held at the Washtenaw County Library Learning Resource Center Tech Lab. You may register online (preferred) at <http://www.communitygrants.org/training.html>.

C. PROPOSAL SUBMISSION REQUIREMENTS

SEALED BID

Submit proposal in a SEALED envelope marked RFP #6437—Human Services Funding Proposal. Proposals and supporting documentation must be submitted in hard copy with original signatures (plus 2 copies). **Faxed or e-mail versions will not be accepted.**

DUE DATE/TIME

Proposals are due **by 3:00pm, February 11th, 2009** to the following address:

Washtenaw County
Administration Building
Purchasing Division
220 N. Main St. Room B-35
Ann Arbor, MI. 48107

****LATE PROPOSALS WILL NOT BE ACCEPTED****

PRE-BIDDERS CONFERENCE

A **mandatory** pre-bidders conference is scheduled for **Friday, January 16th from 1:00pm – 3:00pm** at Learning Resource Center, 4135 Washtenaw Avenue, Ann Arbor, Conference Room A.

CONTENTS OF SUBMISSION

Please be sure to complete ALL of the following components with each submission and submit prior to the due date/time. Submit one original and two copies of items #1- #3 and one copy of the documents listed in #4 with your bid packet to Purchasing by the RFP due date. The remainder of the required documents in #5 through #7 must also be submitted electronically through www.communitygrants.org by the due date of the RFP, as described below and on the Submission Requirements Checklist in Section IV-E.

- 1) **Cover Page:** When you click on “Print Application”, the www.communitygrants.org will generate a cover page that includes the address, telephone, fax, tax id, the Funder Priority you selected, amount of request, e-mail contact address of Bidding Organization; Executive Director; and the project name.

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Be sure to include the signature and title of the authorized organization representative to attest to the statement included there. This document must be submitted in hard copy with your proposal.

- 2) **Proposal Narrative Questions:** When you click on "Print Application", www.communitygrants.org will generate a copy of the answers to each of the questions in the standard outcome funding application, and examples are provided in this RFP document. You must complete all questions and submit this document in hard copy with your proposal, or your bid packet will be considered incomplete.
- 3) **Submission Requirements Checklist:** Bidders should indicate and attest to the documents submitted by signing and submitting this form in hard copy with proposal Section IV-E.
- 4) **Additional Documents:** Submit one (1) hard copy of the following:
 - IRS Federal Form 990 Exempt Organization Return
 - Proof of 501(c)3 or other Tax Exempt Status*
 - Articles of Incorporation*
 - Organizational Audit*
 - Bylaws* / updates
 - Community Service Standards

* Denotes that the document is not required if organization has already submitted their most current copy to the Office of Community Development. If you are not sure, please submit.
- 5) **Program Budget:** You must upload a copy of your most current, Board-approved program/project budget as part of the application by using the format provided on www.communitygrants.org (see list under "Download Funder Budget Formats" button in that section of the application). The program/project budget for your new 2009-10 grant application must be submitted electronically by the RFP deadline. Because the Human Services funding is for two years, applicants shall submit a FY 2009-10 Program Budget and a draft FY 2010-11 Program Budget with this application. It is reasonable for the applicant to have the same or similar budgets for both fiscal years.
- 6) **Current Board-Approved Organization Operating Budget:** You must upload a copy of your most current, Board-approved operating budget as a part of the Agency Profile in www.communitygrants.org. The organization operating budget for your current fiscal year must be submitted electronically by the RFP deadline.
- 7) **Board Roster:** You must enter the most current information that you have on all of your Board members as part of the Agency Profile on www.communitygrants.org. You must submit your most current board information electronically when you update your agency profile before the RFP deadline.

Applicants awarded funding will be required to re-submit the following updated documents in March 2010 (for the second year of the two-year funding cycle in order to execute the second year of the contract):

- Proposed Program Budget for FY 2010-11
- Current Board-Approved Organization Operating Budget
- Board Roster
- 2008 or Most Recent IRS Federal Form 990 Exempt Organization Return
- Independent Audit and Management Letter (and A-133 Audit if applicable)
- Adjusted Performance Targets and Milestones, if applicable
- Updated Insurance Information

D. STEP-BY-STEP INSTRUCTIONS FOR COMMUNITY GRANTS NARRATIVE QUESTIONS AND ADDITIONAL DOCUMENTS

As part of a continuing collaborative effort to provide a more efficient application process for local nonprofit partners, several community funding organizations have been working together to finalize an online community grants system. This system can be found on the web at www.communitygrants.org. **Please be sure to update your Agency Profile online and answer all of the questions as listed below and in the “Standard Outcome Funding Application” form of the online application.**

GENERAL INFORMATION

When you open up www.communitygrants.org and choose “Add an Application” it will give you a list of funding agencies from which to choose. You should select the “Office of Community Development.”

The standard community funding application will then prompt you to answer several general questions about your proposal for funding, including grant summary, geographic area, fiduciary, grant contact, funder acknowledgement, etc. Please be sure to complete all of the fields in each section and provide a correct email address for the grant contact, as we use these for periodic updates & reminders.

GRANT NARRATIVE QUESTIONS

Funder Priority/Investment Target

Question #1 (Drop down menu): Browse and choose ONE of the following investment targets from the drop down menu:

Human Services Priorities

- Increase Housing Stability
- Increase Family Economic Stability
- Increase Access to Health & Well-being
- Increase Long-term Success of At-Risk Youth

Program Outcome Statement

Establishing a compelling **outcome statement**, mission or vision, sets a vital tone for effective outcome thinking. It becomes the core of organizational leadership and a prelude to high performance. In this section, please describe the specific behavior and/or condition change you seek to achieve in your target population as a result of the program. This statement should define what will occur as a result of the Performance Targets and Milestones you outline in Questions #5 & 6.

Question #2: Provide a concise statement describing the end result you are working toward (enter in box provided in online system).

Program Outcome Statement Example

Low-income individuals residing at ABC apartment complex will maintain their housing for at least 12 months as a result of participation in our Eviction Prevention Education and Advocacy Program.

Target Population

The target population includes the people or groups who will directly interact with your program and its implementers. This interaction is intended to result in a change in behavior or condition as defined in your Program Outcome Statement (Question #1).

Question #3a: Describe the people you will serve, by age, geographic area, socio-economics, organization, and gender (enter in box provided in online system). **IN ORDER TO HELP US DETERMINE WHICH FUNDING SOURCE BEST MATCHES YOUR PROGRAM, PLEASE INDICATE WHAT**

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PERCENTAGE OF THE PEOPLE YOU WILL SERVE FROM THE FOLLOWING GEOGRAPHIC AREAS IN YOUR NARRATIVE: 1. Washtenaw County (entire); 2. Washtenaw Urban County (includes any of the eleven participating jurisdictions); 3. City of Ann Arbor (only). The total will not necessarily equal 100%.

Question #3b: If your project / program serves people considered to be extremely low-, very low-, low- or moderate-income, please use the 2008 Department of Housing and Urban Development Income categories⁴ (below and online) and estimate the number of participants that will have incomes in the following income categories:

_____ Extremely Low _____ Very Low _____ Low _____ Other/Moderate

HUD FY 2008 Income Categories – Washtenaw County and City of Ann Arbor								
Family Size	1	2	3	4	5	6	7	8
Moderate (Median)income	\$56,100	\$64,100	\$72,200	\$80,200	\$86,600	\$92,700	\$99,150	\$105,100
*Low income (80% / 77%)	\$43,050	\$49,200	\$55,350	\$61,500	\$66,400	\$71,350	\$76,250	\$81,200
Very low income (50%)	\$28,850	\$32,950	\$37,100	\$41,200	\$44,500	\$47,800	\$51,100	\$54,400
Extremely low income (30%)	\$17,300	\$19,750	\$22,250	\$24,700	\$26,700	\$28,650	\$30,650	\$32,600

*Note: the 80% median income level may not exceed the U.S. median income level, consequently it is actually 77% of median

Question #3c: Please explain how you will be able to **document and verify** participants' income, race, and residency.

Product: Components & Activities

In the Outcome Funding Model, your program activities are collectively referred to as a **product** to emphasize the benefit or value to customers. It is defined by its core features, such as the duration and intensity of your services, and the unique ways that your organization intends to address any barriers and challenges to promote successful achievement of the performance targets and milestones. **YOU MUST DETAIL HOW YOUR PROGRAM WILL ADDRESS THE FOLLOWING BARRIERS TO SERVICE: 1. Affordability; 2. Hours of Operation; 3. Transportation Availability; 4. Accessibility of Location; and 5. Language Barriers.**

Question #4: Describe the core features of your product - what services you will provide, how often you will provide them and when/where you will provide the services.

Product Example

Our Town Human Services Organization will conduct homelessness prevention outreach activities in five large low-income apartment complexes in the Urban County over the next program year.

These outreach activities will involve contact and coordination of meeting space with local landlords; available on site for publicized regular hours to meet with residents that need referrals and/or eviction prevention counseling; planned recreational activities to introduce the service to residents of the apartment complexes; distribution of information and referral materials to all residents re: eviction prevention, financial management resources, employment/training opportunities; and coordination/referral of residents to mainstream resources for income support, health, housing, mental health, and other supportive services in the community.

These activities will be offered free of charge; during evenings and on weekends; are within walking distance of residents; are located in a fully ADA-accessible location; and will be offered in English, Spanish and Arabic to accommodate residents' language needs.

⁴ When the income limits change in early 2009, the Office of Community Development will provide all funded agencies with the updated limits.

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Performance Targets & Verification/ Goals & Evaluation

Performance targets are the specific results that an implementer commits to achieve. They almost always represent a change in behavior or condition for the customers of a program. They are tangible in the sense that they can be evaluated, measured or verified. And they are narrow enough in scope to be directly achieved by the implementer. A target includes these elements:

- The area of change or condition
- Degree of change...how much, how long, etc.?
- Baseline...what happens if there is no intervention?
- A number that can be measured...how many will change?

Question #5: Add a performance target, and clearly specify the changes in your customers that will result from participating in your program AND how you will verify these results.

Performance Target/ Verification Examples

Example A: In 2009-10, 100 residents will participate in our Eviction Prevention Outreach Program and 90% of them will know 10 financial management techniques as verified on pre- and post-tests.

Example B: In 2009-10, 100 residents will participate in our Eviction Prevention Outreach Program and 75% of them will remain stably housed for 12 months as verified through phone survey & landlord contact.

Milestones/ Results

In Outcome Funding, **milestones** are stated in terms of what the customer does. Begin from the initial action through the point where the customer has accomplished the performance target.

Question #6: Add your milestones one at a time, which will be a list of the incremental changes you expect in your customers' behavior and specify the timeframe or completion dates where applicable.

Milestone Example

For program year 2009-10:

- 200 residents will receive information about the program (7/1/09) **Verification:** Mailing list
- 150 residents will call to express interest (8/15/09) **Verification:** Phone log
- 100 residents will attend the first day of the program (9/1/09) **Verification:** Attendance sheet
- 90 residents will meet with individual housing counselors to establish an eviction prevention plan, identifying the process to resolve any current eviction prevention needs as well as the behaviors or conditions that have lead to the unstable housing (10/1/09) **Verification:** plans in file
- 75 residents will attend twice weekly sessions and work toward established plan goals (10/1/09 to 6/30/09) **Verification:** Attendance logs/ case notes

****Note:** All Grantees should formulate Milestones and Performance Targets for FY 09-10 and draft Performance Targets and Milestones for FY 10-11. It is reasonable for applicants to have the same Milestones and Performance Targets for both fiscal years. If it is determined during the course of the first FY that the second FY Milestones and Performance Targets need to be adjusted, that can be modified when the agreement with the Office of Community Development is amended for the new FY.

Key People

A large part of the probability that an investment will lead to its intended return, lies in the energy and capability of the people who do the work.

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Question #7: Describe who is primarily responsible for delivering the product and reaching the performance targets. Describe them by name and function, and list relevant experience, education, and certifications. (List desired traits if not yet hired.)

Collaborators/ Partners

Question #8: List any collaborative partners, joint programming ventures, or other working agreements with other agencies, and **describe how they will contribute to the success of this project.** (Examples of collaborations or partnerships include joint decision making processes for outcomes of a population, sharing of space or other resources, sharing of administrative functions).

Community Impact

Question #9: How will your project impact our community or create social change in one or more of the following ways, and how will you measure this change? (Research indicates that these factors best measure social change. We understand that not every project will achieve social change as defined here.) **PLEASE INDICATE BOTH WHAT THE COMMUNITY NEED IS CURRENTLY AND WHAT THE COMMUNITY IMPACT WILL BE AS A RESULT OF YOUR PROGRAM.**

- Define or reframe your project's main issue (such as hunger, housing, etc.)
- Change community behavior
- Develop or engage a critical mass to affect your project's main issue
- Create or change an institution or policy
- Maintain a current position or hold the line on previous progress

Community Need/Impact Example

Our Town Human Services Organization seeks to change housing and financial behaviors in Washtenaw County. The unemployment rate in Washtenaw County has increased from 4% to 7% between 2006 and 2008. Eviction proceedings have increased by 10% from 2006 to 2008. Housing foreclosures increased by 20% from 2006 to 2008. Given the current economic climate and the corresponding housing crisis, it is critical that we support the lowest-income people in our community who are in increasingly unstable housing and financial situations. The economic crisis demonstrates the increasing need for eviction prevention and financial counseling to maintain those affordable housing units for low-income and precariously housed households. By keeping people housed the community will benefit by keeping people out of the homeless shelters. Local data shows that providing homeless services costs 2x more than keeping people housed. In addition, keeping people housed lowers the vacancy rates of these apartments and increases their financial stability so that the units can be maintained. We are the only service provider in the area serving these particular apartment complexes, so the service is not only needed, but is also unduplicated.

Sustainability: Customer & Program

The Washtenaw Urban County, the City of Ann Arbor and Washtenaw County seek to make an investment in human services in our community, and expect a return on that investment. Please indicate in your answer to Question #10a how your agency will ensure that the performance targets identified for this program will be sustained over time.

Question #10a: How will you sustain the performance targets that are achieved in your program?

Given the increasing demand for human services in our community and the uncertainty of federal, state and local allocations for such initiatives, it is important that non-profit agencies applying for Human Services Funding through this RFP have a diversified funding plan to ensure their programs'

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sustainability. Please indicate how your agency has diversified its funding to support this program in your answer to Question #10b.

Question #10b: What are your long-term strategies for funding this program at the end of the grant period? (Please outline other funding sources for your program).

Program Budget

Question #11: Please complete your project / program budget *for the new grant application year* by downloading the required Office of Community Development format from the online grants system when you click on the “download funder budget formats” link. After you download the format, you will complete the budget in this electronic format, save it, upload it into your grant application online, and save it into your online application. **Note:** This budget will be submitted electronically only through the online grants system.

Please round all line item expenditure figures to the nearest dollar. The program Budget should reflect projected program expenditures for July 1, 2009 through June 30, 2010. ALL APPLICANTS also need to include a draft budget to reflect projected program expenditures for July 1, 2010 through June 30, 2011. Descriptions of each line item in the budget template are listed below.

Program Budget Revenues

1. Grant Amounts – List amount of this proposal request in the first column. Complete the Expense section to indicate how requested funds will be allocated. Other grants that will support this program should be listed in the other columns. If funding request is for entire organization (ie. general overhead expenses), do not list other sources as they will be detailed in submission of current Board-Approved Organizational Operating Budget.

2. Other Support (In-Kind) – includes donations, fundraisers, volunteer time, etc.

3. Status of Funds – regarding the availability of other sources of funds to be used to support the program (i.e. secured, applied, applying April 09).

Program Budget Expenses

4. Personnel, Taxes & Fringe Benefits – costs may include salaries, taxes and fringe benefit costs. Employers share of payroll taxes are also included. Administrative costs may not exceed 20% of the total award. Federally funded programs will require the submission of an Indirect Cost Allocation Plan. All positions supported by this request must comply with the respective Washtenaw County/City of Ann Arbor Living Wage Ordinances.

5. Consultant & Contractual Fees - includes funds passed through to other organizations and/or contractual employees. If approved for funding, signed subcontracts must be submitted. Subcontractor agreements must be made according to 24CFR85.36 if charged to this grant and federally (CDBG) funded.

6. Administrative Costs - includes rent, telecommunications, property insurance, mortgage payments, utilities, office supplies, program materials, postage, annual audit (a portion of the annual audit may be charged to this grant based on percentage of total organization revenue), program evaluation, and marketing.

7. Specific Assistance - includes direct subsidies to customers for costs of services or emergency assistance. May NOT be used for ongoing grants of non-emergency payments (defined as more than 3 consecutive months) for food, clothing, rent, utilities or other income payments. **NOTE: Submission of**

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addresses of households/individuals assisted will be a reporting requirement to confirm resident eligibility.

8. **Other** - includes any other unidentified costs to be allocated to the program or grant.

When You are Finished with Community Grants

When you are finished with the narrative questions in www.CommunityGrants.org, scroll back up to the top of the page to the “submitting this application section”; set the application status to “submit”; and then press the “save” button in the blue bar above the application.

Additional Documents

Please see the Submission Requirements Checklist below for specific additional documents required. These include, for the first time, a document titled “Community Service & Governance Standards.” This “checklist” is adopted 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 into this document to ensure that all community efforts to reach consensus around issues of basic standards are being measured. ***The answers to this document will not be factored into your application score for this funding round; however, completion and submission of the checklist is required to ensure a complete application. It is our hope to capture some baseline information about the agencies we work with to inform future funding opportunities.***

E. SUBMISSION REQUIREMENTS CHECKLIST

BASIC PROPOSAL COMPONENTS: Please complete and submit 1 original & 2 copies (unless electronic submission is indicated): of the following components of RFP#6437 by the due date

- Proposal Cover Page** (Print as part of online standard funding outcome application, have authorized representative sign, and submit in hard copy)
- Proposal Narrative Questions** (Complete/ submit online as part of standard funding outcome application, print, & submit in hard copy)
- Proposed Program Budget(s) with Narrative** (Complete and submit electronically only using online system as part of standard funding outcome application)
- Current Board-Approved Organization Operating Budget** (Complete and submit electronically only using online system as part of annual update of Agency Profile)
- Board Roster** (Complete and submit electronically only using online system as part of annual update of Agency Profile)
- Submission Requirements Checklist Form** (Sign this page below and submit in hard copy)

ADDITIONAL DOCUMENTS: Please submit 1 copy of each of these documents by the due date.

- 2008 or Most Recent IRS Federal Form 990 Exempt Organization Return**
- Independent Audit and Management Letter (and A-133 Audit if applicable)***
- Proof of 501(c)3 or other Tax Exempt Status***
- Articles of Incorporation***
- Bylaws* / Updates**
- Current Insurance Information** (See pgs. 17-18 & 22-23 of RFP for more information on Washtenaw County & City of Ann Arbor Insurance Requirements)
- Community Service & Governance Standards** (See Appendix A)

I attest all the above indicated documents were submitted in response to the Human Services Funding RFP #6437.

Signed: _____ Title: _____

V. STANDARD PROVISIONS FOR CONTRACTS

A. BIDS AWARDED BY WASHTENAW COUNTY

If a contract is awarded, the selected vendor will be required to adhere to a set of general contract provisions, which will become a part of any formal agreement. These provisions are general principles, which apply to all contractors of service to Washtenaw County such as the following. **THIS IS A SAMPLE COPY ONLY.**

ARTICLE III - REPORTING OF CONTRACTOR

Section 1 - The Contractor is to report to the Director of the Office of Community Development and will cooperate and confer with him/her as necessary to insure satisfactory work progress.

Section 2 - All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.

Section 3 - All reports made in connection with these services are subject to review and final approval by the County Administrator.

Section 4 - The County may review and inspect the Contractor's activities during the term of this contract.

Section 5 - When applicable, the Contractor will submit a final, written report to the County Administrator.

Section 6 - After reasonable notice to the Contractor, the County may review any of the Contractor's internal records, reports, or insurance policies.

ARTICLE IV - TERM

This contract begins on **July 1, 2009** and ends on **June 30, 2010**.

ARTICLE V - PERSONNEL

Section 1 - The contractor will provide the required services and will not subcontract or assign the services without the County's written approval.

Section 2 - The Contractor will not hire any County employee for any of the required services without the County's written approval.

Section 3 - The parties agree that the Contractor is neither an employee nor an agent of the County for any purpose.

Section 4 - The parties agree that all work done under this contract shall be completed in the United States and that none of the work will be partially or fully completed by either an offshore subcontractor or offshore business interest either owned or affiliated with the contractor. For purposes of this contract, the term, "offshore" refers to any area outside the contiguous United States, Alaska or Hawaii.

ARTICLE VI - INDEMNIFICATION AGREEMENT

The contractor will protect, defend and indemnify Washtenaw County, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the Contractor's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of Washtenaw County in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of contractor, any sub-contractor, or any employee, agent or representative of the contractor or any sub-contractor.

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ARTICLE VII - INSURANCE REQUIREMENTS

The Contractor will maintain at its own expense during the term of this Contract, the following insurance:

1. Workers' Compensation Insurance with Michigan statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.
2. Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. The County shall be added as "additional insured" on general liability policy with respect to the services provided under this contract.
3. Automobile Liability Insurance covering all owned, hired and nonowned vehicles with Personal Protection Insurance and Property Protection Insurance to comply with the provisions of the Michigan No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insureds and policy forms shall be subject to the approval of the Washtenaw County Administrator. Such approval shall not be unreasonably withheld. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to Washtenaw County. Contractor shall be responsible to Washtenaw County or insurance companies insuring Washtenaw County for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage. Contractor shall furnish the Washtenaw County Administrator with satisfactory certificates of insurance or a certified copy of the policy, if requested by the County Administrator.

No payments will be made to the Contractor until the current certificates of insurance have been received and approved by the Administrator. If the insurance as evidenced by the certificates furnished by the Contractor expires or is canceled during the term of the contract, services and related payments will be suspended. Contractor shall furnish the County Administrator's Office with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract. Certificates shall be addressed to the County Administrator, P. O. Box 8645, Ann Arbor, MI, 48107, and shall provide for 30 day written notice to the Certificate holder of cancellation of coverage.

ARTICLE VIII - COMPLIANCE WITH LAWS AND REGULATIONS

The Contractor will comply with all federal, state and local regulations, including but not limited to all applicable OSHA/MIOSHA requirements and the Americans with Disabilities Act.

ARTICLE IX - INTEREST OF CONTRACTOR AND COUNTY

The Contractor promises that it has no interest which would conflict with the performance of services required by this contract. The Contractor also promises that, in the performance of this contract, no officer, agent, employee of the County of Washtenaw, or member of its governing bodies, may participate in any decision relating to this contract which affects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest. However, this paragraph does not apply if there has been compliance with the provisions of Section 3 of Act No. 317 of the Public Acts of 1968 and/or Section 30 of Act No. 156 of Public Acts of 1851, as amended by Act No. 51 of the Public Acts of 1978, whichever is applicable.

ARTICLE X - CONTINGENT FEES

The Contractor promises that it has not employed or retained any company or person, other than bona fide employees working solely for the Contractor, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than bona fide employees working solely for the Contractor, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award or making of this contract. For breach of this promise, the County may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, brokerage fee, gift or contingent fee from the compensation due the Contractor.

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ARTICLE XI - EQUAL EMPLOYMENT OPPORTUNITY

The Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief (except as it relates to a bona fide occupational qualification reasonably necessary to the normal operation of the business).

The Contractor will take affirmative action to eliminate discrimination based on sex, race, or a handicap in the hiring of applicant and the treatment of employees. Affirmative action will include, but not be limited to: Employment; upgrading, demotion or transfer; recruitment advertisement; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of the Contractor, will state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief.

ARTICLE XII - LIVING WAGE

The parties understand that the County has enacted a Living Wage Ordinance that requires covered vendors who execute a service or professional service contract with the County to pay their employees under that contract, **a minimum of either \$10.48 per hour with benefits or \$12.28 per hour without benefits.** Contractor agrees to comply with this Ordinance in paying its employees. Contractor understands and agrees that an adjustment of the living wage amounts, based upon the Health and Human Services poverty guidelines, will be made on or before May 1, 2009 and annually thereafter which amount shall be automatically incorporated into this contract. County agrees to give Contractor thirty (30) days written notice of such change. Contractor agrees to post a notice containing the County's Living Wage requirements at a location at its place of business accessed by its employees.

ARTICLE XIII - EQUAL ACCESS

The Contractor shall provide the services set forth in Article I without discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, physical handicap, or age.

ARTICLE XIV - OWNERSHIP OF DOCUMENTS AND PUBLICATION

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the Contractor. During the performance of the services, the Contractor will be responsible for any loss of or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

ARTICLE XV - ASSIGNS AND SUCCESSORS

This contract is binding on the County and the Contractor, their successors and assigns. Neither the County nor the Contractor will assign or transfer its interest in this contract without the written consent of the other.

ARTICLE XVI - TERMINATION OF CONTRACT

Section 1 - Termination without cause. Either party may terminate the contract by giving thirty (30) days written notice to the other party.

ARTICLE XVII - PAYROLL TAXES

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability.

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ARTICLE XVIII - PRACTICE AND ETHICS

The parties will conform to the code of ethics of their respective national professional associations.

ARTICLE XIX- CHANGES IN SCOPE OR SCHEDULE OF SERVICES

Changes mutually agreed upon by the County and the Contractor, will be incorporated into this contract by written amendments signed by both parties.

ARTICLE XX - CHOICE OF LAW AND FORUM

This contract is to be interpreted by the laws of Michigan. The parties agree that the proper forum for litigation arising out of this contract is in Washtenaw County, Michigan.

ARTICLE XXI - EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral.

In addition to the general County contract provisions, this contract will contain requirements for all contractors to comply with all applicable sections of the Community Development Block Grant regulations, which are implemented at 24 CFR Part 570.

B. BIDS AWARDED BY THE CITY OF ANN ARBOR

If a contract is awarded, the selected vendor will be required to execute a contract containing the terms and conditions of the specimen contract. Following is a specimen agreement for services identified in this request for proposal. Contract terms regarding compliance with HUD, CDBG, and HOME Programs will not appear in contracts that are General Fund only. No changes, modifications, alterations, and deletions to the terms and conditions of this specimen contract will be accepted. **THIS IS A SAMPLE COPY ONLY.**

**CITY OF ANN ARBOR
FY 2006/07 COMMUNITY DEVELOPMENT BLOCK GRANT, CITY GENERAL FUND & HOME PROGRAM
CONTRACT WITH
<Name of Agency>**

THIS AGREEMENT, dated the _____ day of _____, 2009, between the City of Ann Arbor, a Michigan municipal corporation, "City", whose address is 100 North Fifth Avenue, Ann Arbor, Michigan and, <Name of Agency> , a Michigan <Type of agency> "Contractor", whose address is <Agency Address>.

WHEREAS, the *City* has entered into a contract with the United States Department of Housing and Urban Development (HUD) for a Community Development Block Grant pursuant to Title I of the Housing and Community Act of 1974, as amended; and the HOME Investment Partnership Program; and

WHEREAS, the *City* and the *Contractor* desire that the *Contractor* shall provide for the services specified in this Agreement.

THE PARTIES AGREE AS FOLLOWS:

1. SERVICE DESCRIPTION AND PERFORMANCE TARGETS and SPECIAL CONTRACT CONDITIONS Contractor agrees to provide services as detailed on Attachment 1, in a lawful and proper manner, "Service Description and Performance Targets" to lower income city of Ann Arbor residents with priority to very low income city residents as determined by criteria established by the Department of Housing and Urban Development (HUD) and in consideration of the noted special contract conditions.

Special Contract Conditions: None

2. BUDGET. If *Contractor* is in compliance with this agreement, the *City* agrees to pay to, or on behalf of the contractor as detailed on Attachment 2 "Budget Form" contingent upon the approval and release of funds from HUD and the receipt of the funds by the *City*.

Program	Fund	Amount
---------	------	--------

3. *TERM. This contract shall commence on July 1, 2009 and shall terminate June 30, 2010 as to services performed and payments to be made.*
4. NONDISCRIMINATION. The *Contractor* agrees to comply with the nondiscrimination provisions of Chapter 112 of the Ann Arbor City Code and to take affirmative action to assure that applicants are employed and that employees are treated during employment in a manner which provides equal employment opportunity and tends to eliminate any inequality based upon race, national origin or sex. The *Contractor* agrees to comply with the provisions of Section 9:161 of Chapter 112 of the Ann Arbor City Code, Attachment 3.
5. LIVING WAGE. The *Contractor* agrees to comply with the living wage provisions of Chapter 23 of the Ann Arbor City Code and, if a "covered employer" as defined therein to pay those employees providing Services to the *City* under this Agreement a "living wage," as defined in Section 1:815 of the Ann Arbor City Code; to post a notice approved by the *City* of the applicability of Chapter 23 in every location in which regular or contract employees providing services under this agreement are working; to maintain records of compliance; if requested by the *City*, to provide documentation to verify compliance; to take no action that would reduce the compensation, wages, fringe benefits, or leave available to any employee or person contracted for employment in order to pay the living wage required by Section 1:815; and otherwise to comply with the requirements of Chapter 23. A copy of selected provisions of Chapter 23 of the Ann Arbor City Code is attached as Attachment 4. **As of April 30, 2008, the current living wage rates under Section 1:815 of the Ann Arbor City Code, as adjusted in accordance with Section 1:815(3) of the Ann Arbor City Code, is \$10.85 an hour for a covered employer that provides employee health care to its employees and \$12.56 an hour for a covered employer that does not provide health care to its employees.**
6. COMPLIANCE WITH LAWS. *Contractor* agrees to comply with all appropriate federal, state and local laws applicable to services required by this contract, including:

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Program requirements under the HOME Investment Partnership Program (24 CFR Part 92) as applicable, and the Community Development Block Grant (CDBG) Program (24 CFR 570) as applicable, and the Community Development Act, Public Law 93-838 and the regulations issued thereunder, now or hereafter, including but not limited to the regulations, policies, guidelines, and requirements of Office of Management and Budget circulars A-110, A-122 and A-133 as they relate to the application, acceptance and use of federal funds for this program, as well as the Uniform Relocation Act. Incorporated by reference are Title VI of the Civil Rights Act of 1964, Executive Order 11246, Section 3, Federal Labor Standards set forth in 24 CFR 570.603 and the Americans with Disabilities Act, all as amended.

Federal assistance may not be used for religious activities or provided to primarily religious entities for any activities. However, rehabilitation of buildings owned by primarily religious entities may be undertaken following conditions outlined in 24 CFR 570.200(j).

The *Contractor* warrants, represents and agrees that it and all of its agents, employees and contractors are sufficiently and properly trained and licensed to competently and lawfully perform any activity any one of them may perform under this contract.

7. CONTRACT AMENDMENTS/BUDGET TRANSFERS. This Agreement may be amended only by a written instrument approved by the City Council and the *Contractor's* Board of Directors.

Should the Department of Housing and Urban Development regulations change or should the Department of Housing and Urban Development suspend or terminate funding, that action shall automatically amend this Agreement where and when applicable.

Line item budget transfers that do not affect the Agreement's Service Description and Performance Targets or amendment of the termination date must be requested in advance in writing by the *Contractor* and approved in advance in writing by the City Administrator or his/her designee.

8. FINANCES, AUDITS, AND INSPECTIONS. The *Contractor* shall supply documentation of all Federal and City General Fund expenditures to the *City* and Department of Housing and Urban Development officials upon request. Documentation shall include payments for purchases, vouchers and other official documentation that show in proper detail the nature and propriety of such expenditures. All documents must be clearly identifiable and readily accessible.

Where any expenditure is allocable only in part to services under this Agreement, the *Contractor* shall maintain and make available on request sufficient documentation to demonstrate the reasonableness of the allocation.

The *Contractor* agrees to securely maintain these records for a period of five (5) years after the *City's* final disbursement to the *Contractor*. The *Contractor* shall inform the *City* and permit examination by the *City* and/or the Department of Housing and Urban Development prior to the destruction of any records. The *City* and/or Department of Housing and Urban Development may, at a reasonable time after giving reasonable notice, cause an audit of the records of the *Contractor*.

The *Contractor* agrees to complete and submit to the *City* within twelve months of the close of the *Contractor's* fiscal year annual audited financial statements and management letter(s) prepared by an independent auditing firm.

9. COMPENSATION. The *City* agrees to make payments on forms supplied by the *City* in quarterly or monthly installments unless otherwise approved in writing by the Community Services Area Administrator or designee. Ten percent (10%) of the general operations funds will be held until all terms of the contract are completed. If at the end of the term of this Agreement there are unexpended portions of the contract amount stated in paragraph 2, the unexpended funds will be retained by the *City* for reallocation to other purposes. Any advance payments made to the *Contractor* for work to be completed shall be expended within the required number of days authorized by federal regulations if applicable.

No funds shall be disbursed under this Agreement by the *Contractor* or any other subcontractor except under a written contract and unless the subcontractor is in compliance with *City* and Federal requirements with regard to fiscal matters and civil rights to the extent these requirements are applicable. The *Contractor* shall provide the *City* with copies of the contracts with subcontractors.

10. INSURANCE COVERAGE. The *Contractor* shall secure and maintain insurance policies, including those stated below, as will protect the *Contractor*, any of its subcontractors and, unless otherwise specified, the *City* from all claims for bodily injuries, death or property damage which may arise under this contract; whether the actions are made by the *Contractor* or by any subcontractor or anyone employed by them directly or indirectly. The following insurance policies are required:
- (a) Worker's Compensation Insurance under the provisions of the Michigan Worker's Compensation Act and all applicable state and federal statutes
 - (b) General Liability Insurance in an amount not less than \$500,000 for injuries, including accidental death to any one person. The *City* of Ann Arbor shall be named as an additional insured.
 - (c) Automobile Liability Insurance including all owned or non-owned vehicles used for service delivery. The *City* of Ann Arbor shall be named as an additional insured.

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(d) Professional Liability Insurance, if providing medical, dental, accounting or legal service under this contract.

(e) Property Insurance if *contractor* owns a building or buildings for which City funds under this contract assist in its operations or program delivery.

Insurance certificates shall be filed with the *City* giving satisfactory evidence of insurance before the work under this contract is begun. The certificates shall be maintained during the life of the contract. All insurance certificates shall also provide that the city shall be given 30 days prior notification of the insurance company's intent to cancel or materially change the policy. Any disclaimer or any other language that negates Company responsibility for the 30 days notice will not be acceptable. The insurance company must be acceptable to the City Attorney and shall also name the *City* as an insured party.

11. INDEMNIFICATION. The *Contractor* shall indemnify, defend and hold the *City*, its officers and employees harmless in the event of liability claims arising out of the *Contractor's* activities undertaken in connection with this agreement.

12. REPORTS, MONITORING AND EVALUATION. The *Contractor* agrees to cooperate fully with the City and HUD officials, to evaluate and monitor the requirements and performance of programs financed with CDBG, HOME and/or City General funds. The *Contractor* agrees to provide such information and reports, oral or written, as may reasonably be required or requested during the term of this Agreement on matters relating to program activities, performance, contract compliance and evaluations of programs receiving CDBG, HOME and/or City General funds.

The *Contractor* and Subcontractor if applicable, agrees to complete and submit to the *City* in a timely manner performance reports or other reports as determined by the *City*. Reports shall include data on the services provided, number of beneficiaries and progress on the Contractor's achievement of outcome measures and indicators of program success as specified in Attachment 1. Report forms are to be provided by the City along with a schedule of report submission dates along with a schedule of report submission dates. Board minutes and Treasurer's Reports shall be submitted along with performance reports. Funding will be withheld until the City receives the required reports including Board minutes and financial reports.

13. USE OF PROPERTY. Whenever CDBG, HOME or City General funds or program incomes are used, in whole or in part, for the purchase of equipment or personal property, the property shall not be transferred for a period of five (5) years from the date of purchase or completion of construction without *City* approval. The *Contractor* shall maintain an inventory for *City* review.

Should the *Contractor* become defunct or cease to be funded by the City of Ann Arbor, the *City* shall have the right to reclaim the equipment or personal property purchased with City or federal funds or program income for up to one year after the expiration date of the most recent Community Development Block Grant contract between the *Contractor* and the *City*.

14. POLITICAL ACTIVITIES. None of the funds, materials, property, or services provided directly or indirectly under this Agreement shall be used for any partisan political activities or to further the election or defeat of any candidate for office.

15. CONFLICT OF INTEREST. Contractor shall comply with the conflict of interest regulations for the HOME Program (24 CFR 92.356) and the CDBG Program (24 CFR 92.611) as applicable.

Also, no employee, officer or elected or appointed official of the *City* and no immediate relative (spouse, parent, sibling, or child) of any such person, has or shall have any financial interest in this Agreement. Except for salaries and expenses which may be paid with funds under this Agreement, no employee, officer or director of the *Contractor* and no immediate relative (spouse, parent, sibling, or child) of any such person, has or shall have any financial interest in this Agreement.

16. SUSPENSION/TERMINATION. If *Contractor* fails to comply with the terms of this Agreement, or with applicable federal regulations, the *City* may declare it suspended or terminated. Thereafter, the *City* shall have no obligation to provide further funds to the *Contractor*. The termination shall not relieve the *Contractor* of its obligations to prepare or preserve its records and to make them available for audit or inspection. The *City* shall provide reasonable notice to the *Contractor* indicating the reasons for its actions before suspension or termination.

17. BOARD OF DIRECTORS. The *Contractor* warrants that it has supplied the *City* with current copies of its Charter, Articles of Incorporation, bylaws and/or other documents designating the method of electing or appointing the members of its Board of Directors. The *Contractor* shall also keep on file with the *City* a current list of its Board members, its officers, and their addresses. Any changes in membership shall be promptly reported to the *City*.

The *Contractor* shall maintain a Board of Directors that includes minority membership, clients and representatives from diverse elements of the community. All of the *Contractor's* board members shall be volunteers, not employees of the *Contractor*. Board members of the *Contractor* shall serve without compensation (except for reimbursement of verified expenses for fulfilling the responsibility of Board membership).

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The *Contractor* shall hold regularly scheduled board meetings and be accountable for the actions of its agency. The Board shall allow time on its agenda, when reasonably requested by the *City*, for consideration of matters related to this contract.

18. PERSONNEL. Documentation relating to the following requirements shall be available to the *City* or Department of Housing and Urban Development upon request:

The *Contractor* shall have direct control of all personnel providing contracted services and shall provide necessary training and supervision. The *Contractor's* personnel and volunteers shall operate under Board-approved written personnel policies which are periodically reviewed and revised as necessary and communicated to all staff. The *Contractor* shall have a well-defined classification and pay plan, including job descriptions for each position in the agency that outlines qualifications, duties and responsibilities of employment. The *Contractor* shall maintain personnel records substantiating time worked and compensation of all employees.

19. SEVERABILITY OF PROVISIONS. Whenever possible, each provision of this agreement will be interpreted in a manner as to be effective and valid under applicable law. However, if any provision of this agreement or the application of any provision to any party or circumstance will be prohibited by or invalid under applicable law, that provision will be ineffective to the extent of the prohibition or invalidity without invalidating the remainder of the provisions of this agreement or the application of the provision to other parties or other circumstances.

20. CHOICE OF LAW. This agreement shall be construed, governed, and enforced in accordance with the laws of the State of Michigan. By executing this agreement, the Consultant and the *City* agree to venue in a court of appropriate jurisdiction sitting within Washtenaw County for purposes of any action arising under this agreement.

In witness whereof, the undersigned have executed this Agreement as of the day and year first above written.

CONTRACTOR:

<Name of Agency>, a Michigan <type of agency>

By: _____

Printed Name: _____

Board President

Approved as to Substance:

By: _____

Printed Name: _____

Executive Director

CITY:

CITY OF ANN ARBOR, a Michigan Municipal Corporation

By: _____

John Hiefertje

Mayor

By: _____

Jacqueline Beaudry

City Clerk

Approved as to Substance:

Roger W. Fraser

City Administrator

Jayne Miller

Community Services Administrator

Approved as to Form:

Stephen K. Postema

City Attorney

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ATTACHMENT 1 Service Description and Performance Targets

Service description and performance targets to be based on terms and conditions of RFP and the selected proposal.

ATTACHMENT 2 Budget Summary

Budget Summary to be based on terms and conditions of the RFP and the selected proposal.

ATTACHMENT 3 Human Rights Ordinance

9:161 NONDISCRIMINATION BY CITY CONTRACTORS

- (1) All contractors proposing to do business with the City of Ann Arbor shall satisfy the nondiscrimination administrative policy adopted by the City Administrator in accordance with the guidelines of this section. All contractors shall receive approval from the Director prior to entering into a contract with the City, unless specifically exempted by administrative policy. All City contractors shall take affirmative action to insure that applicants are employed and that employees are treated during employment in a manner which provides equal employment opportunity and tends to eliminate inequality based upon race, national origin or sex.
- (2) Each prospective contractor shall submit to the City data showing current total employment by occupational category, sex and minority group. If, after verifying this data, the Director concludes that it indicates total minority and female employment commensurate with their availability within the contractor's labor recruitment area, i.e., the area from which the contractor can reasonably be expected to recruit, said contractor shall be accepted by the Director as having fulfilled affirmative action requirements for a period of one year at which time the Director shall conduct another review. Other contractors shall develop an affirmative action program in conjunction with the Director. Said program shall include specific goals and timetables for the hiring and promotion of minorities and females. Said goals shall reflect the availability of minorities and females within the contractor's labor recruitment area. In the case of construction contractors, the Director shall use for employment verification the labor recruitment area of the Ann Arbor-Ypsilanti standard metropolitan statistical area. Construction contractors determined to be in compliance shall be accepted by the Director as having fulfilled affirmative action requirements for a period of six (6) months at which time the Director shall conduct another review.
- (3) In hiring for construction projects, contractors shall make good faith efforts to employ local persons, so as to enhance the local economy.
- (4) All contracts shall include provisions through which the contractor agrees, in addition to any other applicable Federal or State labor laws:
 - (a) To set goals, in conference with the Human Resources Director, for each job category or division of the work force used in the completion of the City work;
 - (b) To provide periodic reports concerning the progress the contractor has made in meeting the affirmative action goals it has agreed to;
 - (c) To permit the Director access to all books, records and accounts pertaining to its employment practices for the purpose of determining compliance with the affirmative action requirements.
- (5) The Director shall monitor the compliance of each contractor with the nondiscrimination provisions of each contract. The Director shall develop procedures and regulations consistent with the administrative policy adopted by the City Administrator for notice and enforcement of non-compliance. Such procedures and regulations shall include a provision for the posting of contractors not in compliance.
- (6) All City contracts shall provide further that breach of the obligation not to discriminate shall be a material breach of the contract for which the City shall be entitled, at its option, to do any or all of the following:
 - (a) To cancel, terminate, or suspend the contract in whole or part and/or refuse to make any required periodic payments under the contract;
 - (b) Declare the contractor ineligible for the award of any future contracts with the City for a specified length of time;
 - (c) To recover liquidated damages of a specified sum, said sum to be that percentage of the labor expenditure for the time period involved which would have accrued to minority group members had the affirmative action not been breached;
 - (d) Impose for each day of non-compliance, liquidated damages of a specified sum, based upon the following schedule:

Contract Amount	Assessed Damages Per Day of Non-Compliance
\$ 10,000 - 24,999	\$ 25.00
25,000 - 99,999	50.00
100,000 - 199,999	100.00
200,000 - 499,999	150.00
500,000 - 1,499,999	200.00

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1,500,000 - 2,999,999	250.00
3,000,000 - 4,999,999	300.00
5,000,000 - and above	500.00

- (e) In addition the contractor shall be liable for any costs or expenses incurred by the City of Ann Arbor in obtaining from other sources the work and services to be rendered or performed or the goods or properties to be furnished or delivered to the City under this contract.

ATTACHMENT 4 Living Wage Ordinance Excerpts

The Contractor, its agents or sub-contractors, shall comply with all requirements of Chapter 23 of Title I of the Code of the City of Ann Arbor and in particular the following excerpts therefrom:

1:813. Definitions.

For purposes of this Chapter, the following definitions shall apply:

- (1) "Contractor/vendor" is a person or entity that has a contract with the City primarily for the furnishing of services where the total amount of the contract or contracts with the City exceeds \$10,000 for any 12-month period. "Contractor/vendor" does not include a person or entity that has a contract with the City primarily for the purchase of goods or property, or for the lease of goods or property to or from the City.
- (2) "Covered Employee" means a person employed by a covered employer to perform services which are covered or funded by the contract with or grant from the City; provided, however, that persons who are employed pursuant to federal, state or local laws relating to prevailing wages shall be exempt from this Chapter.
- (3) "Covered Employer" means a contractor/vendor or grantee that has not been granted an exemption from this Chapter pursuant to Section 1:817.
- (4) "Employee" means an individual who provides personal services performed for wages under any contract calling for the performance of personal services, whether written or oral, express or implied. The term "employee" does not include any individual who volunteers to perform services for an employer if
 - (a) The individual receives no compensation or is paid expenses, reasonable benefits, or a nominal fee to perform the services for which the individual volunteered; and
 - (b) Such services are not the same type of services which the individual is employed to perform for such employer.
- (5) "Employee Health Benefits" or "Health Benefits" means providing health care benefits for employees (or employees and their dependents) at employer cost or making an employer contribution toward the purchase of such health care benefits for employees (or employees and their dependents), provided that the employer cost or contribution equals no less than \$1 an hour for the average work week of such employee, and provided further that any employee payment or contribution toward health care shall not exceed 50 cents an hour for the average work week for such employee.
- (6) "Grant" means any form of financial assistance to a "Grantee" as set forth and defined in Section 1:813(7). "Grant" does not include financial assistance used for the purchase or lease of property or other non-personnel costs.
- (7) "Grantee" is a person or entity that is a recipient of any financial assistance from the City in the form of any federal, state or local grant program administered by the City, revenue bond financing, tax increment financing, tax abatement, tax credit, direct grant, or any other form of financial assistance that exceeds \$10,000 for any 12-month period, including any contractors, subcontractors, or leaseholders of the grantee whose contract, subcontract or lease with the grantee exceeds \$10,000 for any 12-month period.
- (8) "Living Wage" means a wage equal to the levels established in Section 1:815.
- (9) "Person" means any individual, copartnership, corporation, association, club, joint adventure, estate, trust, and any other group or combination acting as a unit, and the individuals constituting such group or unit.
- (10) "\$10,000 for any 12 month period" is computed by taking the total amount of the contract, grant or loan and dividing it by the number of months the contract, grant or loan covers.

1:814. Applicability.

- (1) This Chapter shall apply to any person that is a contractor/vendor or grantee as defined in Section 1:813 that employs or contracts with five (5) or more individuals; provided, however, that this Chapter shall not apply to a non-profit contractor/vendor or non-profit grantee unless it employs or contracts with ten (10) or more individuals.
- (2) This Chapter shall apply to any grant, contract, or subcontract or other form of financial assistance awarded to or entered into with a contractor/vendor or grantee after the effective date of this Chapter and to the extension or renewal after the effective date of this Chapter of any grant, contract, or subcontract or other form of financial assistance with a contractor/vendor or grantee.

1:815. Living Wages Required.

- (1) Every contractor/vendor or grantee, as defined in Section 1:813, shall pay its covered employees a living wage as established in this Section.
 - (a) **For a covered employer that provides employee health care to its employees, the living wage shall be \$10.85 an hour, or the adjusted amount hereafter established under Section 1:815(3).**

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- (b) **For a covered employer that does not provide health care to its employees, the living wage shall be \$12.56 an hour, or the adjusted amount hereafter established under Section 1:815(3).**
- (2) In order to qualify to pay the living wage rate for covered employers providing employee health care under subsection 1:815(1)(a), a covered employer shall furnish proof of said health care coverage and payment therefore to the City Administrator or his/her designee.
- (3) **The amount of the living wage established in this Section shall be adjusted upward no later than April 30, 2009, and every year thereafter by a percentage equal to the percentage increase, if any, in the federal poverty guidelines as published by the United States Department of Health and Human Services for the years 2010 and 2011.** Subsequent annual adjustments shall be based upon the percentage increase, if any, in the United States Department of Health and Human Services poverty guidelines when comparing the prior calendar year's poverty guidelines to the present calendar year's guidelines. The applicable percentage amount will be converted to an amount in cents by multiplying the existing wage under Section 1.815(1)(b) by said percentage, rounding upward to the next cent, and adding this amount of cents to the existing living wage levels established under Sections 1:815(1)(a) and 1:815(1)(b). Prior to April 1 of each calendar year, the City will notify any covered employer of this adjustment by posting a written notice in a prominent place in City Hall, and, in the case of a covered employer that has provided an address of record to the City, by a written letter to each such covered employer.

VI. CRITERIA FOR RANKING OF PROPOSALS

Category	Criteria	Proposal Question	0	1	2	3	4	5	Max Score	Weight	Total
<i>Program Outcome</i>	Higher scores will be given to proposals that can clearly identify the OUTCOME of their program with specific, measurable, CHANGE-focused goals.	Does this proposal define a specific and measurable program outcome statement (PO statement) based upon a change in ATTITUDE, BEHAVIOR, or CIRCUMSTANCES (CHANGE) of the target population?	0= Proposal does not contain a program outcome (PO) statement	1= PO statement is defined broadly with no specific or measurable end result	2= PO statement defines specific end result but is not measurable and does not identify a change in the target population	3= PO statement defines specific and measurable end result, but does not identify CHANGE in the target population	4= PO statement defines specific end result that identifies the CHANGE in the target population, but is not measurable	5= PO statement defines a specific and measurable end result that clearly identifies the CHANGE in the target population	5	2	10
<i>Participant Income Level</i>	Higher scores will be given to proposals whose target populations are the most economically vulnerable	Does the proposal indicate that the program will target services exclusively to low income customers?	0= Proposal has no income-based target population identified	1= Proposal demonstrates that the program serves customers <80% AMI	2= Proposal demonstrates at least 75% of the program participants are <50% AMI	3= Proposal demonstrates that the program exclusively serves customers <50% AMI	4= Proposal demonstrates at least 75% of the program participants are <30% AMI	5= Proposal demonstrates that the program exclusively serves <30% AMI	5	2	10
<i>Accessibility</i>	Higher scores will be awarded to proposals that identify and provide methods for addressing barriers to access for their target populations. Barriers to access include affordability, hours of operation, transportation availability, accessibility of location, and language barriers.	Does this proposal specifically identify how the program will be accessible to its target population?	0= Proposal does not address accessibility	1= proposal identifies at least (1) potential accessibility barrier and corresponding method for overcoming the barrier	2= proposal identifies at least (2) potential accessibility barriers and corresponding methods for overcoming the barriers	3= proposal identifies at least (3) potential accessibility barriers and corresponding methods for overcoming the barriers	4=proposal identifies at least (4) potential accessibility barriers and corresponding methods for overcoming the barriers	5= proposal identifies at least (5) potential accessibility barriers and corresponding methods for overcoming the barriers	5	1.5	7.5
<i>Performance Targets & Milestones</i>	Higher scores will be awarded to those proposals that identify Performance Targets and Milestones that clearly demonstrate how and when the program impact will occur. These must also clearly align with Program Outcome Statement.	Does this proposal define specific, quantitative and verifiable performance targets (PT) and milestones (MS) to measure the impact of the program on the target population?	0= no performance targets (PT) or milestones (MS) defined	1= PT/MS are specific, but do not align with program outcome statement (PO statement)	2=PT/MS align with program outcome statement, but are not quantitative or verifiable	3=PT/MS align with PO statement and are quantitative	4= PT/MS align with PO statement and are quantitative and verifiable	5= PT/MS align with PO statement, are quantitative and verifiable, and will clearly measure the impact of the program	5	1.5	7.5
<i>Key People</i>	Higher scores will be awarded to proposals that list the appropriate "key people" (supervisors and direct staff) based on their experience, training, and education as it relates to achieving the Performance Targets and Milestones.	Does the proposal describe "key people" that have professional experience, necessary training and relevant certification needed to achieve the program impact?	0= No key people identified	1= Key people are identified, but no experience/training/certification listed	2= Key people identified, but experience/training /certification listed is not relevant to PT/MS achievement	3=Key people identified, but only SUPERVISORS have experience/training/certification relevant to PT/MS achievement	4=Key people identified, but only DIRECT SERVICE PROVIDERS have experience/training /certification relevant to PT/MS achievement	5=Key people identified AND both SUPERVISORS & DIRECT SERVICE PROVIDERS have experience/training /certification relevant to PT/MS achievement	5	1	5

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Category	Criteria	Proposal Question	0	1	2	3	4	5	Max Score	Weight	Total
<i>Collaboration</i>	Higher scores will be awarded to proposals that are demonstrating effective collaboration to expand services, reduce overhead, avoid duplication of services, and to identify gaps in services.	Does the proposal describe how the agency effectively collaborates with other partners and what the impact of the collaboration is on the program?	0= no collaboration attempt and/or does not explain impact of collaboration on program	1= Proposal describes networking, minimal inter-agency communication, and independent decision-making	2= Proposal describes information sharing, formal communication processes, and independent decision-making processes	3= Proposal describes information and resource sharing, frequent communication, and some shared decision-making	4= Proposal describes cross-training, frequent and formal communication, and complete shared decision-making	5= Proposal describes integrated staff or programming, mutual benefits and liabilities, and joint assessment of outcomes	5	1	5
<i>Community Need</i>	Higher scores will be awarded to proposals that identify a community need aligned with at least one of the 4 priority areas AND provide appropriate services that are unduplicated in the community	Does the proposal effectively demonstrate the need for this service in our community?	0= Proposal does not address the need for this service in our community	1= Proposal identifies needs aligned with priority area, but does not evaluate whether the need is currently being met in the community	2= Proposal identifies needs aligned with priority area; similar services are available and accessible by the target population	3= Proposal identifies needs aligned with priority area; limited similar services are available and accessible	4=Proposal identifies needs aligned with priority area; similar services are available but inaccessible by the target population	5= Proposal identifies needs aligned with priority area; no similar services are available	5	2	10
<i>Program Funding</i>	Higher scores will be awarded to those proposals that identify secure, reliable, and external funding sources to support their program.	Does the proposal demonstrate how the program's short-term and long-term funding needs will be met?	0= Proposal does not list other funding sources	1=Proposal indicates at least 15% of its program budget will be obtained from secured and external funding sources, but no mention of long-term funding stability.	2= Proposal indicates that at least 15% of its program budget will be obtained from secured, reliable, external funding sources. Proposal explicitly describes how short-term and long-term funding needs will be met.	3= Proposal indicates that at least 40% of its program budget will be obtained from secured and external funding sources, but no mention of long-term funding stability.	4=Proposal indicates that at least 40% of its program budget will be obtained from secured, reliable, external funding. Proposal explicitly describes how short-term and long-term funding needs will be met.	5= Proposal indicates that at least 60% of its program budget will be obtained from secured, reliable, external funding. Proposal explicitly describes how short-term and long-term funding needs will be met.	5	1	5
<i>Historic Performance</i>	Higher scores will be awarded according to past performance with CD funded programs. New programs will be assigned a middle-ranking automatically.	Are contractual and reporting deadlines met and are performance targets achieved? (to be completed by staff)	0= Program has never met a deadline and PTs are not achieved	1= Program has met SOME deadlines and PTs are NOT achieved	2=Program has met SOME deadlines and SOME PTs are achieved	3=Program has met ALL deadlines and SOME PTs are achieved (*includes all new programs)	4= Program has met SOME deadlines and ALL PTs are achieved	5= Program has met ALL deadlines and ALL PTs are achieved	5	1	5
<i>Safety Net (Bonus)</i>	Five additional points will be awarded to proposals that identify the provision of shelter and food as their primary service.	Does the proposal identify the provision of shelter and food as their primary service?						***Agencies whose programs provide basic needs (shelter/food) will receive 5 bonus points***	5	1	5
										TOTAL	70

VII. APPENDICES

A. COMMUNITY SERVICE & GOVERNANCE STANDARDS

Community Service & Governance Standards

Self Evaluation Checklist

The following checklist is adopted 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 progress” response, please add a brief explanation for each unmet standard at the end of this document.

STANDARD	YES	NO	IN- PROCESS	N/A
Organizational Governance				
1. The agency maintains a Board orientation, recruitment, and education policy or plan				
2. There are term limits for board members and board officers				
3. There is a Whistleblower policy for employees				
4. There is a record retention and destruction policy for employees				
5. The Board of Directors Roster shows a minimum of 5 members for agencies with an annual budget of less than \$250,000; 7 members for an annual budget of \$250k to \$1million; and 9 members for agencies with an annual budget of over \$1million				
6. Members of the Board of Directors are independent, non-compensated and unrelated.				
7. Board minutes are maintained and reflect a consistent quorum, and minimum of four meetings per year				
8. The agency has proof of non-profit status				
9. The agency maintains updated By-laws				
10. The agency maintains all organizational and corporate documentations and complies with federal, state, and local laws.				
11. The agency has a policy addressing conflicts of interest.				
12. 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.				
STANDARD	YES	NO	IN- PROCESS	N/A
Fiscal Administration				
13. The agency maintains financial reports, including an external audit, Federal 990, A133 where appropriate, and management letter.				

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14. There is a current Board approved, operating budget.				
15. Fiscal administration is carried out with appropriate internal control, reporting and auditing procedures.				
Organizational Planning				
16. The Board of Directors and leadership within the organization develop a strategic plan that is routinely evaluated and revised.				
17. The organizational strategic plan demonstrates an understanding of and alignment with community priorities related to the population and need of the agency's intended service(s).				
General Policies and Procedures				
18. The agency has written policies and procedures that are reviewed and revised on a routine basis.				
19. 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).				
20. Agency has appropriate safety and emergency plans which are regularly reviewed and practiced with staff.				
Personnel				
21. The agency adheres to all laws and regulations regarding hiring, maintaining, and dismissing employees.				
22. The agency has a current organizational chart and written job descriptions.				
23. 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).				
STANDARD	YES	NO	IN- PROCESS	N/A
Personnel Training				
24. The agency provides appropriate and documented staff orientation and ongoing training pertinent the services provided by the agency.				
25. The agency follows a regular system of staff supervision.				
Consumer Feedback				
26. The agency has a defined process for collecting feedback, responding to consumer concerns, and incorporates feedback in program planning.				
Case Record Review				
27. 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				
28. The agency demonstrates that they regularly evaluate themselves to measure their effectiveness in meeting the needs of the				

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population served.				
29. The agencies working with individuals and families experiencing homelessness or those at-risk fully participate in the Homeless Management Information System (HMIS) and/or other information management systems.				
Client and Agency Rights and Responsibilities				
30. <u>All communications with clients must be understandable by the clients.</u>				
31. <u>All programs have written client eligibility criteria with clearly delineated admission criteria which is distributed or otherwise made known.</u>				
32. <u>Hours of operations are consistent and made known to clients.</u>				
33. Guidelines of unacceptable client behaviors that could lead to termination of services or program ineligibility are clearly communicated and documented.				
34. The agency has an appeals policy which includes appropriate due process when handling appeals, as well as when deciding to restrict clients from services.				
STANDARD	YES	NO	IN- PROCESS	N/A
35. <u>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.</u>				
36. 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.				

In the following space, if you answered “no” or “in-process” to any of the above standards, please provide an explanation and plans to address each specific standard. (Expand space as needed)

BOARD VERIFICATION

I, _____ (name of Board President), _____ (agency name)

Board of Directors President/Chairperson, viewed this document and verify that it is accurate.

Board President/Chairperson: _____ Date: _____

Executive Director: _____ Date: _____