



CHSP Citizen Review Team (CRT) Volunteer Workshop

Returning Volunteers
April 11 and 13, 2022

DIVERSITY, EQUITY & INCLUSION (DEI)

- GARE and DEI Task Force
- New application questions
- Board Composition and Agency Demographics
- DEI Training:
 - Citizen Review Team volunteers
 - Mandatory training for Executive Directors & CEOs

CHSP MANUAL

- CHSP manual can be found on www.chspportal.org under “Partner Agencies”
- Not required reading, but can be helpful



NEW HOMELESS SERVICES TEAM

- New Team 11 approved by City and County Commissions in July 2021
- Administered in partnership with Big Bend Continuum of Care (BBCoC)
- Programs addressing homeless services previously funded through other CHSP categories will now apply through Category 11.

NEW HOMELESS SERVICES TEAM

Prioritization will be given to applicants that effectively demonstrate how their proposed projects will:

- Decrease chronic homelessness
- Decrease the length of time someone experiences homelessness
- Decrease returns to homelessness
- Integrate racial equity planning considerations in the implementation and use of homeless services resources
- Increase collaboration efforts to address needs of special populations

NEW HOMELESS SERVICES TEAM

Eligible services include:

- Homelessness Diversion & Prevention
- Street Outreach
- Shelter Operations
- Essential Services
- Permanent Supportive Housing
- Rapid Rehousing

Funded agencies must become a member of BBCoC, participate in the BBCoC Coordinated Entry System and to use the Homeless Management Information System (HMIS) for data reporting.

PROMISE ZONE FUNDING – NEIGHBORHOOD FIRST PLAN ALIGNMENT

- The Promise Zone (PZ) includes the neighborhoods of Greater Bond, Frenchtown and Griffin Heights.
- The City Commission adopted Neighborhood First Plans for those three neighborhoods developed by residents in the community to address poverty and inequity.
- Funding will be prioritized for programs that align with one or more of the Neighborhood First Plans.
- The Neighborhood First Plans can be found at the following link:
<https://www.talgov.com/neighborhoodservices/neighborhoodfirst.aspx>
- Programs applying for PZ funding must identify the priority areas, strategy and action items within the Neighborhood First Plan to be addressed.

UNIFORM GOALS, OUTCOMES & PERFORMANCE METRICS

- Partnership with FSU Askew School of Public Administration & Policy
- Approved by County and City Commission following feedback and support of CHSP Agencies
- Uniform Performance Measures
 - Six (6) Service Goal Categories
 - 12 Common Outcome
 - 16 Common Performance Metrics
- Team 11 (Homeless Services) will use BBCoC metrics

PROCESS AND TIMELINE

- Applications were due March 25, 5pm
- Staff conducted technical review of applications for eligibility
 - March 25- April 6
- CRT recruitment and training – March and April
- Staff develops the agency presentation schedule, notifies agencies – April
- Agency Presentations (virtual)- May 3 - June 14

PROCESS AND TIMELINE

- Award letters released- July
- Deadline for appeals hearing- July
- Appeals hearing- July
- City and County Commission agendas- adoption of final recommendations
 - September

ROLES AND RESPONSIBILITIES

Agencies:

- Attend mandatory workshops (RFP, DEI)
- Ensure agency meet eligibility criteria
- Ensure accuracy of application, submit by deadline
- Review CRT roster to identify conflicts of interest
- Conduct program presentations in accordance with instructions
- Comply with CRT recommendations
- Request and prepare for Appeals Hearing, if warranted
- Attend the contract management workshop(s) if funded
- Comply with the stipulations in the contract(s)
 - Data tracking, timely and accurate reporting/reimbursement requests

ROLES AND RESPONSIBILITIES

Funding Partners: City of Tallahassee and Leon County

- Establish funding levels once every two years.
- Define any funding constraints.
- Review and approve the final funding recommendations.
- Establish and support an online system for information, applications, reimbursement reporting and volunteer management.
- Develop and adopt the policies, goals, and objectives that govern the Community Human Service Partnership.

ROLES AND RESPONSIBILITIES

CHSP staff:

- Develop and update program materials
- Provide training and technical assistance to agencies
- Technical review of applications to ensure eligibility
- Recruit and train CRT volunteers
- Coordinate grant process, appeals committee
- Disseminate funding recommendations
- Execute, manage agency contracts

ROLES AND RESPONSIBILITIES

Citizen Review Teams (CRT):

- Attend mandatory training
- Identify and communicate potential conflicts of interest
- Attend all agency presentations and team deliberations
- Review all programs, make impartial decisions based on need, cost, effectiveness, etc.
- Complete agency evaluations
- Provide feedback through the award letter to agencies for opportunities for improvement

CRT LEADERSHIP ROLES

Team Leader:

- Ensure that agency presentations are conducted in accordance with the CHSP Program Description Manual.
- Maintain order and ensure that the team discussions focus solely on information obtained from agency materials and presentations.
- Facilitate team deliberations.
- Represent the CRT during the CHSP Appeals Hearing, if warranted.

Timekeeper:

- Assist Team Leader with duties above and assume duties of the Team Leader in their absence.
- Manage the agency presentation schedule, ensuring that the agency adheres to the subject matter and time allocated for each segment of the presentation.

FLORIDA SUNSHINE LAW

Florida's Government in the Sunshine Law, commonly referred to as the Sunshine Law, provides a right of access to governmental proceedings of public boards or commissions at both the state and local levels.

There are three basic requirements:

- meetings of public boards or commissions must be open to the public;
- reasonable notice of such meetings must be given; and
- meetings will be recorded.

CRT INTERACTIONS WITH AGENCIES AND TEAM

- Respectful and professional demeanor
- Do not interact with agency staff prior to deliberations
- If an agency contacts you, please inform CHSP staff
- Be mindful of the timeframes; keep questions/comments relevant and brief

AGENCY REPORT CARD

- CHSP staff will prepare a “Report Card” for each program to inform CRT volunteers of agency/program eligibility and completeness of the application.
 - The report card will also inform CRT volunteers about program performance, budget performance and timeliness for previously funded agencies.



CHSP PROGRAM REPORT CARD



PROGRAM:		
AGENCY:		
YEARS FUNDED:		
Application	Yes	No
Agency meets all minimum funding requirements		
Agency has answered all required questions		
Agency has uploaded all organization documents		
Previous Program Performance (if applicable)	Yes	No
Did the program achieve target outcomes with previous funding? If not, agency explanation provided:		
Did agency request contract (scope) amendments on previous funding? If so, agency explanation provided:		
Budget Performance (if applicable)	Yes	No
Did the agency fully expend previously awarded funds? If not, was the remaining amount less than 5% of award?		
Did the agency request a budget amendment on a previous award? If denied, explain:		
Timeliness	Yes	No
Did the agency submit the required reports by the requested time frame?		
Did the agency maintain regular drawdown (invoicing) requests?		
Did agency request time extensions on performance period? If so, agency explanation provided:		

[https://www.chspportal.org/uploads/files/CHSP%20Applicant%20Report%20Card\(1\).pdf](https://www.chspportal.org/uploads/files/CHSP%20Applicant%20Report%20Card(1).pdf)



AGENCY ASSESSMENT GUIDE

- Prior to agency presentations, CRT volunteers complete an assessment guide form rating each program on:
 - Program Justification
 - Program Design
 - Diversity, Equity & Inclusion
 - Board Oversight & Governance
 - Financial Management
 - Program Administration

Citizen Review Team (CRT) Program Evaluation

PROGRAM AGENCY	ENTER Program Name	ENTER Agency Name	FY 2022/23 - 2023/24			
Criterion	Outstanding 3	Adequate 2	Needs Improvement 1	Unsatisfactory 0	Score	Comments/Notes
Program Justification: Documentation of Need and Target Population	The agency provides direct human services to Tallahassee/Leon County residents. The need for the program is clearly documented. The service(s) provided by this program address an unmet need in the community.	The agency did not clearly define the program's target population, including the specific client demographics, and the program's service area(s).	The overall program design/model does not effectively address the needs of the target population. The agency did not provide current statistical data (particularly local data) documenting the number of individuals that would need the proposed services.	Unresponsive or program narrative is insufficient.		
Program Design	The agency clearly describes and explains how the program will be implemented. Access to program services is reasonably available. The program is structured and includes well-defined program activities that can yield the stated participant outcomes.	The agency's services are provided by other organizations but the program's approach to service delivery represents a significant philosophical or programmatic shift that is worth considering.	The agency's services are provided by many other organizations. The agency should consider partnering with those groups instead of duplicating similar programs. The program activities listed do not yield a meaningful or measurable outcome.	Unresponsive or description is insufficient.		
Diversity Equity & Inclusion	The agency has effectively implemented and adapted methods and processes to build and sustain diversity, equity, and inclusion through policies, programs, and trainings for staff and agency leadership. The agency has proposed strong solutions to enhance equity and provides supporting metrics.	The agency has implemented and adapted methods and processes to build and sustain diversity, equity, and inclusion through policies, programs, and trainings for staff and agency leadership, but the agency does not have supporting metrics.	The agency appears to have little or limited experience with implementing and adapting methods and processes to build and sustain diversity, equity, and inclusion through policies, programs, and trainings for staff and agency leadership.	The agency appears to have no policies or programs relating to diversity, equity, and inclusion, or the description is insufficient.		
Board Oversight and Governance	The agency appears to have a strong Board of Directors, with significant experience and/or skills in providing services, managing a nonprofit, or fundraising.	The agency appears to have a Board of Directors with some experience and/or skills in providing services, managing a nonprofit, or fundraising.	The agency appears to have a Board of Directors with little or limited experience and/or skills in providing services, managing a nonprofit, or fundraising.	The agency appears to have a Board of Directors with no experience and/or skills in providing services, managing a nonprofit, or fundraising.		
Financial Management	The agency has presented a balanced budget that clearly demonstrates revenues and expenditures. The need for and utilization of CHSP funds were clearly outlined. The agency has submitted a 990, 990EZ or Postcard. If applicable, the agency submitted a current audit (no more than two years old). If there were audit findings, the agency provided their corrective action plan.	The agency appears to have made a need for and utilization of CHSP funds. The agency has submitted a 990, 990EZ or Postcard. If applicable, the agency submitted a current audit (no more than two years old). If there were audit findings, the agency has made attempts to address their corrective action plan.	The application does not reflect the need for and utilization of CHSP funds. The agency has submitted a 990, 990EZ or Postcard. If applicable, the agency has not submitted a current audit (no more than two years old). If there were audit findings, the agency has not addressed their corrective action plan.	There is not a clear understanding in the application for the utilization of CHSP funds. The agency has not submitted a current 990, 990EZ or Postcard. If applicable, the agency has not submitted a current audit (no more than two years old). If there were audit findings, the agency has not made progress towards addressing their corrective action plan.		
Program Administration	The agency appears to have a strong team staff and/or volunteers with experience and/or skills in providing services, managing a nonprofit, or fundraising. The agency demonstrates it has the structure and resources to carry out the program.	The agency appears to have a team staff and/or volunteers with some experience and/or skills in providing services, managing a nonprofit, or fundraising. The agency partially demonstrates that it has the structure and resources to carry out the program.	The agency appears to have a weak team staff and/or volunteers with little or no experience and/or skills in providing services, managing a nonprofit, or fundraising. The agency does not demonstrate that it has the structure and resources to carry out the program.	The agency appears to have no staff and/or volunteers with little or no experience and/or skills in providing services, managing a nonprofit, or fundraising. The agency does demonstrate that it has the staff that represents the client population and the community at large.		
Total Score					0	
<div style="border: 1px solid black; padding: 5px; min-height: 100px;"> Additional Comments, Questions, or Concerns: </div>						

*Please be aware that the "Additional Comments, Questions, or Concerns" listed on the Assessment Guide will be published on the agency's Decision Letter.

**Awarding Process: An agency's total score from the Assessment Guide will help the CRT determine the amount of grant funding awarded based on funding availability. An agency may receive a percentage of the grant funding requested based on their total score and the CRT deliberations.

AGENCY PRESENTATIONS

Presentation Site Review Format Based on Number of Programs Submitted for Review

Number of Programs for Review	Presentation Format
Applying for three (3) or fewer programs	Program review: 15 minutes, Budget: 5 minutes, Q/A: 10 minutes
Applying for four (4) or more programs	Program review: 20 minutes, Budget: 10 minutes, Q/A: 15 minutes

AGENCY PRESENTATIONS

THE 2022-2024 COMMUNITY HUMAN SERVICE PARTNERSHIP (CHSP) AGENCY PRESENTATION/CRT SCHEDULE

TEAM ONE: CHILDREN'S SERVICES

Tuesday, May 3, 2022		Tuesday, May 10, 2022	
8:15	Citizens Review Team Meeting	8:45	Citizens Review Team Meeting
9:00 – 9:30	Pivotal Point Enterprises (The Character Center)	9:00 – 12:00	Team Deliberations
9:35 – 10:05	Lutheran Social Services (KidSafe)	12:00 - 12:30	Lunch Break
10:10 – 10:40	Children's Home Society (Early Steps)	12:30 - 5:00	Team Deliberations
10:40 - 10:55	Break		
11:00 – 11:30	Capital Community Action Agency (Head Start)		
11:35 – 12:05	Dick Howser Center (The Learning Pavilion)		
12:10 – 12:40	Lunch Break		
12:45 – 1:15	FAMU Foundation (FAMU DRS Freedom School)		
1:20 – 1:50	Kids Incorporated of the Big Bend (Early Head Start)		

Citizens Review Team Members

Team Leader: Jackie Steele, Encompass Health	Nikita Graham, Community Advocate
Timekeeper: Melanie Howe, Florida League of Cities	Ja'Vonta Swinton, City of Tallahassee
Dominique Maddox, City of Tallahassee	Lenny Marshall, Big Bend Hospice
Laure Mulrooney, Safe Families for Children	

CRT Assessment Forms due by: May 5

VOLUNTEER DELIBERATIONS & FUNDING RECOMMENDATIONS

Upon completion of the agency presentations, each CRT member finalizes the Assessment Scoring Guide, deliberates agency requests, develops priority rankings, and makes funding recommendations for each program reviewed.

Some of the factors considered in the assessment process include:

- The documentation of need for the program and its compatibility to the funding partners' priorities
- The agency's ability to execute and administer the program
- The Board of Directors' ability to provide adequate leadership and oversight (e.g., meets regularly, sets internal fiscal controls and policies)
- The program design and its ability to effectively address the needs of the target population
- The agency's past performance, including client outcomes
- The projected program outcomes for the proposed funding cycle
- The agency's ability to collaborate and leverage its resources
- General comments, recommendations, and findings included in the FY 2020/2021 – 2021/2022 CHSP award letter.

FUNDING NOTIFICATION/AWARD LETTERS

- CRTs prepare award letters for each agency which include general comments, funding recommendations and findings.
- Once funding allocations are made, CHSP staff determines which partner will fund each program.
- The agency director and the chairperson of the Board of Directors receive the CHSP award letter, which notifies the agency of the right to appeal the CRT recommendation.
- If an agency meets the appeals' criteria, the CHSP Appeals Committee will conduct a hearing.
- The final CHSP recommendations are submitted to the City and County Commissions for approval.

APPEALS PROCESS

- A request for an appeal must include documented evidence that the funding request was inappropriately denied or reduced due to gross misconduct, error, or misinterpretation by the Citizens Review Team; a denial or reduction of the funding request alone is not a sufficient condition to appeal.
- **Only agencies that were awarded CHSP funding in FY 2020/2021 – 2021/2022 are eligible to participate in the appeals process.**
- Requests for an appeals hearing must be submitted in writing to the CHSP staff .
- If an appeal is granted, a hearing will be scheduled.
- An independent Appeals Committee, consisting of CRT team leaders and members, will be appointed. No member of the appealing agency's original CRT can serve on the Appeals Committee.
- The CHSP staff is available to provide technical assistance.
- The decision rendered by the Appeals Committee is final.

CONTACTS

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CHSP PORTAL OVERVIEW & APPLICATION REVIEW

CHSP Portal: www.chspportal.org

