

Heart of Florida United Way

PROPOSAL FOR SERVICE-60 DAY CONTRACT EXTENSION

Orlando United Assistance Center

Statement of Need:

To act/function as the administrator and managing partner for the Orlando United Assistance Center (OUAC) that will serve as a navigation point and provide one-on-one support to assess the needs, provide information and resources to those directly affected by the Pulse tragedy.

Project Description:

HFUW will handle all daily functional activities, including the oversight of the building and its staff; ensuring service needs are being met, being delivered appropriately and in a timely fashion; regular assessment of service gaps, including additional services needed, hours of operations, sight locations etc.; arranging and executing MOA's or subcontracts with various service providers; responsible for all reporting requirements as established by the City; assessing appropriate out-posting needs of other service providers, and acting as the liaison for the center between the city, county, and service organizations. With the realization that the volume of victims' needs will change over the course of a year, the HFUW will assess staffing needs to ensure contract cost-effectiveness and center efficiency.

Proposed Structure:

The Orlando United Assistance Center will act as the gateway for victims and families needing to access services. Victims and families would first call the designated help line or contact OUAC through the designated website address. The call specialist would then do an initial assessment of needs to determine the appropriate next steps. Based on the assessment, if the person has one or two basic needs, the call specialist will schedule an appointment at the appropriate suitable agency for the needed service. If needs present themselves to be more complex, the call specialist will schedule an appointment with a Victim Advocate located at the OUAC.

Victims with more complex needs will meet with a Victim Advocate to do a more in-depth assessment that will prioritize all assessed needs, align appropriate resources and link victims to appropriate service providers.

Realizing that not all people needing services will be from the immediate area, coordination and recruitment of service providers will occur to ensure victims are receiving services as close to their home area as possible.

Why Heart of Florida United Way:

Heart of Florida United Way's excellent community reputation for service delivery, service creation, financial management, transparency and community collaboration make us a strong asset to the success of the center operation.

Heart of Florida United Way's mission is to improve lives by mobilizing the caring power of communities, with a vision to engage all citizens to work together to build healthy, safe, caring and strong communities. The envisioned purpose of the Orlando United Assistance Center is to do the same. HFUW will bring the community and its resources together to better serve those most affected by this tragedy in a clear, concise and organized fashion.

Heart of Florida United Way's footprint already expands the tri-county area of Orange, Osceola and Seminole Counties, to include an additional 13 counties (Alachua, Bradford, Citrus, Dixie, Gilchrist, Lafayette, Lake, Levy, Marion, Pasco, Sumter, Union and Collier) through our 2-1-1 call center. This service expansion enables us to be able to pull service availability and options readily for potential victims and their families that live out of the area. Our vast network of colleagues in the nonprofit sector will allow an efficient system to be established, to help as many people as possible with current resources, all while providing excellent customer service.

Budget: \$123,257.00

Heart of Florida United Way OUAC Budget

60 Day-Effective September 3, 2016

| OUAC Administration/Support Budget | | | |
|------------------------------------------------------------------------------------------------------------|--|-------------------|----------------------|
| 60 Day Contract Extension | | | |
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| | | Cost | |
| Staffing | | Allocation | 60 Day Budget |
| Administrator | | 75% | \$15,311 |
| Front Desk Receptionist/Greeter 1 | | 100% | \$5,949 |
| Front Desk Receptionist/Greeter 2 | | 100% | \$5,949 |
| Data Processor/Administrative Support Floater | | 100% | \$7,150 |
| 3 Call Center Specialists | | 100% | \$16,474 |
| Victim Advocate II Lead | | 100% | \$8,030 |
| Staffing Sub-total | | | \$58,863 |
| | | | |
| Subcontracted Services | | | |
| 4 Victim Advocates | | 100% | \$27,023 |
| LMHC-Victim Service Center | | 100% | \$10,127 |
| Security Officer | | 100% | \$7,500 |
| Subcontract Sub-total | | | \$44,650 |
| | | | |
| Supplies/Equipment/IT Software | | | \$2,083 |
| Team Training | | | \$833 |
| Travel Mileage | | | \$750 |
| Sub-Total | | | \$3,667 |
| | | | |
| Administration Fee 15% | | | |
| includes the ongoing support from HFUW's communication, advocacy, senior leadership, and grants management | | | \$16,077 |
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| | | | |
| Total Budget | | | \$123,257 |