

## Exhibit C

### CITY OF JACKSONVILLE PUBLIC SERVICE GRANT STANDARDS 2015/2016

The following standards are those by which all Recipients of Public Service Grants of the City of Jacksonville are evaluated. The **RECIPIENT** will demonstrate that through an on-site review by representatives of the **CITY**, these standards are met. Documentation will be requested at the time of the site visit.

#### A. Governance Required

- 1) **RECIPIENT** has a charter and/or bylaws, which clearly define the agency's purpose and organization and the duties, authority and responsibilities of the governing body.
- 2) The Governing authority is held by a volunteer Board of Directors of at least 6 members, who are representative of both the community at large and the population served.
- 3) Terms of Board membership are of fixed length and the number of successive terms is limited. Changes in the **RECIPIENT'S** Board Officers must be reported to the City's Contract Administrator by the end of the quarter of the effective date; with all required quarterly reports to include resignations and newly elected Board Officers, as documented by letters and board minutes.
- 4) Board meetings are held at least once per calendar quarter in accordance with agency bylaws. Minutes are recorded and maintained in agency files.
- 5) Limiting the length of terms and the number of successive terms, which an officer may hold, regularly rotates board officers.
- 6) Board and staff members should act in the best interest of the organization, rather than in the furtherance of personal interests, or in furtherance of personal interests of third parties. **RECIPIENT** has a written conflict of interest policy or code of professional ethics. This, at a minimum, prohibits agency purchase of any service or product from a member (Board, Staff or Volunteer), employer of a member, or any company in which member has a financial interest, unless there is a clear statement of non-conflict. These policies shall be in place, and shall routinely and systematically be implemented to prevent actual, potential or perceived conflicts of interest.
- 7) No nepotism exists between **Board and staff or within the Board**.
- 8) The Board employs the **RECIPIENT'S** chief professional officer, unless it is a government agency. The chief professional officer is not a voting member of the Board. No voting board members are employed by the organization.
- 9) Board members regularly attend meetings and are actively involved in fulfilling their responsibilities to the agency. Board attendance policy is written and enforced.
- 10) The bylaws state that the **RECIPIENT** does not support partisan organizations, politicians or candidates for political office.
- 11) No voting board members are employed by the organization unless such employment is provided for in the agency's charter or articles of incorporation.
- 12) The Board has developed and approved policies and procedures related to agency operations.
- 13) Board membership reflects gender, ethnic and professional diversity appropriate to the **RECIPIENT'S** mission.
- 14) **RECIPIENT** does not operate in conflict with the policies of the City.
- 15) **RECIPIENT'S** mission, vision and values are complementary to those of the City.

## **B. Audits and Records**

- 1) Financial management and reporting complies with generally accepted accounting principles.
- 2) **RECIPIENT'S** annual operating budget is balanced.
- 3) Board members are provided financial statements, balance sheets, cash flow reports and or such other documentation of the organization's fiscal health at every meeting of the Board of Directors.
- 4) The Board of Directors reviews and approves the organization's annual budget.
- 5) **RECIPIENT'S** internal financial management policies and procedures assure adequate control and security.
- 6) No **RECIPIENT** is allowed to supplant **CITY** funds for funds previously provided by another funder without **CITY** approval. Any costs or services paid for under any other agreement or funding source are not eligible for payment under this agreement.
- 7) The **RECIPIENT** completes either an annual audit or annual report as required by contract with the **CITY**.
- 8) **RECIPIENT** maintains a record of fund raising expenses, which demonstrates that such expenses are justified in terms of fund raising results.
- 9) **RECIPIENT** must maintain records of programs funded by the City for up to five years to include property inventory.
- 10) The Agency has a formal system of accounting. **A.** Identify the system utilized – software, etc. **B.** Is a separate checking account maintained for City funds? (If not, has the provider obtained permission not to maintain a separate checking account? **C.** Agency has on file, a letter from Council Auditor approving the maintenance of a separate budgetary accounting system.
- 11) The provider maintains an agency-operating budget detailed by cost center, by source of funds and by expenditure category. If not, or if a different method is used, explain in notes. (Obtain and review the Agency's operating budget. The Provider receiving City of Jacksonville funds who do not maintain a separate checking account, should maintain a separate cost center.)
- 12) Monthly Financial Reports have been submitted timely.
- 13) Agency has obtained a Registration Letter (Solicitation of Contributions Act) from the Florida Department of Agriculture and Consumer Services.
- 14) Verify whether expenditures are supported by appropriate documentation such as time sheets, invoice, etc.
- 15) If an audit was performed in the year previous to this review: a). The recommendations/findings noted in the compliance report, internal control report, management letter and any corrective action reports have been followed or otherwise cleared. If not, please explain discrepancies in notes. (Audits are not required for recipients of City of Jacksonville funds of under \$100,000.) The City of Jacksonville requires recipients of funds under \$100,000 to submit the Annual Report of City of Jacksonville Funds by November 15. (Review the audit recommendations/management letter comments with agency's finance director or executive director or obtain the agency's written response) b). The agency has responded to the issues identified in the management letter c). The most recent IRS Form 990 is available (Tax Return for Non Profits) Identify the year of the return and retain a copy for your records.

## **C. Human Resources Administration**

- 1) **RECIPIENT'S** Board of Directors has developed and periodically reviews personnel policies, which are disseminated to the staff.
- 2) **RECIPIENT** has personnel policies and procedures in place to include formal job descriptions/specifications and pay schedules on file.

- 3) Staff possesses the requisite knowledge, skills and abilities to perform the duties to which assigned.
- 4) **RECIPIENT** has a formal personnel performance review system that is thorough and equitable.
- 5) The **RECIPIENT** represents that it will at its sole expense, require all employees, staff and/or volunteers (hereinafter collectively referred to as "RECIPIENT Staff") who work with juveniles or youth (any unmarried person under the age of 18 years and who has not been emancipated by order of a court of competent jurisdiction) and vulnerable adults (elderly or physically, mentally, or emotionally disabled, including victims of crime.) to submit to a criminal history records check. This applies to all positions involving direct contact with juveniles, youth or vulnerable adults with the exception of special event volunteers. For this purpose, a special event volunteer is defined as a volunteer committed to assist on a specific event/project lasting less than two consecutive weeks and where duties are performed under supervision of staff or certified volunteer leadership. In the event that the RECIPIENT Staff is not required by Florida Law to be screened, as a condition of employment, the screening standards to be used shall be the **Level 1 Screening Standards** as specified in Section 435.03, Florida Statutes. If, on the other hand, the RECIPIENT Staff, or any part thereof **is required, by law to be screened**, such RECIPIENT Staff shall submit to the **Level 1 or Level 2 Screening Standards, as specified in Sections 435.03 and 435.04**, Florida Statutes, depending upon which level is applicable to the RECIPIENT Staff or any part thereof. The RECIPIENT must advise the CITY, in writing that a background screening has been performed on the RECIPIENT Staff. Such advisory report must be submitted under provisions of Section 837.06, Florida Statutes.
- 6) **RECIPIENT** actively recruits and effectively utilizes volunteers to accomplish the agency's mission.

#### D. Legal Concerns

- 1) **RECIPIENT** has adopted a written policy prohibiting discrimination on the basis of race, religion, sex, nationality, handicap, or military status in the following practices and functions:
  - a. Hiring, assignment, training, promotion and termination of staff;
  - b. Selection of board members; and
  - c. Provision of services.
- 2) **RECIPIENT** is fully licensed/certified/accredited by appropriate authorities and/or accrediting bodies.
- 3) **RECIPIENT** is registered/incorporated as a nonprofit organization under the laws of Florida or is a duly constituted public organization.
- 4) **RECIPIENT** possesses a letter of exemption from federal taxes under Section 501(c)(3) of the Internal Revenue Service Code.
- 5) **RECIPIENT** maintains an Emergency Preparedness Plan for clients, employees and volunteers.

#### E. Program Management

- 1) **RECIPIENT'S** programs meet an identified community need that is documented and supported with current statistical data.
- 2) Programs and services are directly related to the accomplishment of the **RECIPIENT'S** mission.
- 3) Both the geographical area and the target population to be served by each of the **RECIPIENT'S** programs are clearly defined.
- 4) Program quality and service utilization data support expenditures.
- 5) **RECIPIENT** maintains adequate (i.e., complete, current, orderly) client services records for planning, report and evaluation purposes.

- 6) Programs are monitored and periodically evaluated in terms of clearly defined objectives and measured outcomes.
- 7) Programs and services are accessible and are responsive to client needs, as documented by customer satisfaction surveys, client evaluations, or other letters of testimony to the **RECIPIENT'S** quality of services provided and attesting to the reasonable accessibility of the services.
- 8) No **RECIPIENT'S** program delivers training or teaching that is purely religious in nature or intent.

**F. Community Relations**

- 1) **RECIPIENT** acknowledges its support by including City of Jacksonville names and logos on signage, letterhead and public awareness materials, as appropriate.
- 2) **RECIPIENT** actively seeks and maintains cooperative relationships and collaborates with other agencies when appropriate.
- 3) **RECIPIENT** actively publicizes the program to neighborhoods, schools, community organizations and the media.
- 4) **RECIPIENT** is encouraged to participate in **CITY** meetings and events, and mandated Public Service Grant meetings.
- 5) The Program is maximizing resources in the community, including volunteers and in-kind resources?

**G. Scope of Service**

- 1) Services are provided according to date, time, and location specified.
- 2) Provider met length of service expected.

**H. Clients to be Served**

- 1) Services are provided to eligible clients as per the contract. (current clients)
- 2) Provider complies with eligibility criteria for new client enrollment.
- 3) Service units are provided as defined by the contract.

**I. Staffing Requirements**

- 1) Provider staffing levels are maintained as per contract.
- 2) Provider maintains qualified professionals, as per contract.
- 3) Provider handles staffing changes as per contract.
- 4) Program has staff development plan or objective if there are staffing issues.

**J. Deliverables**

- 1) Programmatic Reports have been submitted timely.
- 2) Agency records document and support information submitted on the most recent quarterly reports.

**K. Performance Specifications**

- 1) Provider maintains an adequate data collection system for collecting, recording and reporting performance information.
- 2) Data are from accurate sources.
- 3) Data collection is a routine part of provider work performance.
- 4) Staff responsible for data collection, recording and reporting has received training in these processes.
- 5) Data collection system for tracking objectives is appropriate/ current.
- 6) Program process objectives are on target or ahead of target.
- 7) Program's short-term outcome objectives are on target or ahead of schedule in relation to time of fiscal year.
- 8) Program's long-term outcome objectives are on target or ahead of schedule in relation to time of fiscal year.
- 9) Programmatic adjustments are being made when outcome measures are not on target.
- 10) Program makes adjustments as needed, as a result of customer satisfaction surveys.
- 11) Program involves clients and caregivers.

## **L. Insurance Requirements**

- 1) **RECIPIENT** is adequately insured against liability, loss and damage. All insurance policies are current. List all policies, carrier and effective date: Workers Compensation (Florida Statutory Coverage)

- a.) **Commercial General Liability** (including premises operations and contractual liability)

\$2,000,000 Products/Comp./Ops. Agg.  
\$1,000,000 Personal/Advertising Injury  
\$1,000,000 Each Occurrence  
\$ 50,000 Fire/ Property Damage  
\$ 5,000 Medical Expenses

- b.) **Employer's Liability**

\$ 100,000 Each Accident  
\$ 500,000 Disease Policy Limit  
\$ 100,000 Each Employee/Disease

- c.) **Commercial Auto Liability**

(All automobiles-owned, hired or non-owned) \$1,000,000 Each Occurrence-Bodily Injury & Property Damage Combined

- d.) **Professional Liability**

\$1,000,000  
\$2,000,000 Agg

- e.) **Sexual Molestation**

\$1,000,000 per claim  
\$2,000,000 Agg

- f.) **City as additional insured**

- g.) **Waiver of Subrogation**

- 2) If the **RECIPIENT** is not required to carry Worker's Compensation coverage as defined under Chapter 440, Florida Statutes, the above requirement may be waived. **RECIPIENT** is responsible for determining applicability of Chapter 440, Florida Statutes. **RECIPIENT** is responsible for worker's compensation benefits payable to an injured employee as defined by Chapter 440, Florida Statutes. Written confirmation verifying exemption will be provided on **RECIPIENT'S** letterhead, signed by an officer or authorized representative.

## **M. Priority Populations**

- 1) Public Service Grants exclusively funds programs that serve the people of Jacksonville who fall under a chosen priority population and sub-category as evidenced from data collected.

## **N. Purchasing**

- 1) Property with a value of \$1,000 must have a useful life of one (1) year or more and must be inventoried by the **RECIPIENT**. **RECIPIENT** must retain property inventory records, acquisition documents and usage records. Upon expiration of its use for an approved public purpose, the Property shall be transferred free and clear of all liens and encumbrances to the **CITY** or otherwise disposed of as may be authorized, in writing, by the **CITY**.
- 2) Agency has complied with contracted purchasing requirements.
- 3) Any approved subcontracts funded by the funder contain all the clauses and provisions required by this contract.