

The Children's Trust
Single Source Procurement #2019-12
211 Helpline Services

This description of services is intended to result in a contract with one provider as a single source for the services described below. This notice is posted on April 10, 2019 by The Children's Trust for a period of seven business days, through midnight on April 17, 2019.

Funding

Total funding available is \$1,374,176.00 for 12 months. Services are contracted for a period of 12 months, commencing July 1, 2019, through June 30, 2020. Annual renewal, based on satisfactory performance of a single source contract, is permitted in which there is no other provider for such a service.

Service Requested

The Children's Trust seeks one provider to administer a 211 Call Center to handle all aspects of The 211 Helpline in Miami-Dade County, which shall serve as the single point of coordination for information and referral for health and human services in Miami-Dade County.

The 211 Helpline provides 24-hour comprehensive helpline and support services for children, youth, parents and human service providers seeking crisis intervention assistance, empathetic listening support, and or information and referrals to health and human services located in Miami-Dade County. Additionally, the 211 Helpline provider maintains a web-based Help Pages/Community Resource Directory (CRD) accessible to the public via a searchable database on the Internet. This resource provides information on community-based and government agencies, individual service programs, service sites, client eligibility criteria, and other specifications.

Single Source - Designation as a 211 Call Center:

Florida Statute 408.918 authorizes the planning, development, and, subject to appropriations, the implementation of a statewide Florida 211 Network. The objectives for establishing the Florida 211 Network include to:

- (a) Provide comprehensive and cost-effective access to health and human services information.
- (b) Improve access to accurate information by simplifying and enhancing state and local health and human services information and referral systems and by fostering collaboration among information and referral systems.
- (c) Electronically connect local information and referral systems to each other, to service providers, and to consumers of information and referral services.
- (d) Establish and promote standards for data collection and for distributing information among state and local organizations.

(e) Promote the use of a common dialing access code and the visibility and public awareness of the availability of information and referral services.

To participate in the Florida 211 Network, a 211 provider must be fully accredited by the national Alliance of Information and Referral Systems or have received approval to operate, pending accreditation, from its affiliate, the Florida Alliance of Information and Referral Services.

For an application to be accepted to administer the 211 Call Center in Miami-Dade County, the applicant must be eligible to participate in the Florida 211 Network.

Service Requirements

All of the following components must be provided through the administration of the 211 Helpline for Miami-Dade County. Identify your approach and method to accomplish each of them in your response.

Helpline Services

Helpline services are to be provided by trained information and referral specialists in the following three (3) languages - English, Spanish and Haitian-Creole - to Miami-Dade County callers who dial 2-1-1.

Enhanced Advocacy

Callers who have a particular need and who are not able to address it on their own due to various impeding factors will be provided additional assistance. Information and referral specialists help identify callers that may benefit from receiving additional assistance provided by experienced, knowledgeable case managers who will guide them through the social service system and will serve as their connector to appropriate referral sources.

Help Me Grow

The 211 Helpline implements Help Me Grow (HMG) in Miami-Dade County. HMG is a national and statewide initiative designed to identify and connect children to existing community resources that can help improve their health and learning outcomes, as well as their general success. Services will include providing additional assistance for all caregivers with children birth to eight years of age who request more information to enrich the health and well-being of their children.

Community Outreach

Provider promotes the 211 Helpline and related service components through grassroots outreach targeting parents and youth, particularly hard-to-reach communities including teenage mothers, new immigrants, teens, migrant workers, grandparent care givers and families of children with disabilities.

Community Resource Directory (CRD) and Provider Technical Assistance Training

Provider ensures all information maintained in the CRD is accurate and up-to-date and regularly solicits new resources to populate the CRD. Additionally, provider

trains social service providers in Miami-Dade County on how to establish and maintain current and accurate information using the CRD's web-based software system. This includes an overview of their agency, program and service profiles and instruction on how to access edit and submit updated information.

Database Management, Data Analysis and Reporting

Provider maintains an information and referral database in which callers' basic demographic information and problem/needs are entered and then analyzed to produce monthly reports that inform the community as to service needs; however, calls to the Helpline remain confidential at all times so no identifying or personal information is disclosed. Aggregate reports on inquirer information, as well as service availability, are produced in ways that are useful to provider and community partners.

Qualifications

- Applicant must be accredited by the Alliance of Information and Referral Systems (AIRS) and have a license for the 211 call number for Miami-Dade County. Provider must be qualified to do business in the State of Florida and be in good standing with the IRS and financially stable as determined by The Children's Trust.
- The selected agency must meet The Children's Trust eligibility criteria. The criteria can be found on The Children's Trust website: <https://www.thechildrenstrust.org/content/eligible-applicants>

Fiscal Soundness

The Children's Trust seeks to fund projects that will operate in a fiscally sound manner. The Children's Trust will review fiscal solvency utilizing a three-prong ratio test from information included in the audited financial statements. The fiscal soundness requirements can be found on The Children's Trust website: <https://www.thechildrenstrust.org/content/general-programmatic-funding-requirements>

Submission

Responses must be submitted electronically to grants@thechildrenstrust.org using 211 Helpline in the subject line.

Responses should include:

- Agency Federal Employer Identification Number
- Statement describing agency's ability to provide services as described
- Evidence of Alliance of Information and Referral Systems affiliate status
- Agency's most current financial statement audit

The Children's Trust shall provide notice of its intended decision to enter a single-source purchase contract. All such awards must be approved by the board of The Children's Trust.

Official date and time for availability posted: **April 10, 2019 at 5:01 p.m.**

Official last date and time for receipt of information: **April 17, 2019 at 11:59 p.m.**