

# **REQUEST FOR PROPOSAL**

For

## **KEYS OVERNIGHT TEMPORARY SHELTER (KOTS) MANAGEMENT**

**City of Key West**

**RFP No. 008-20**



**August 21, 2020**

Prepared by:

City of Key West  
1300 White Street  
Key West, Florida 33040

**INFORMATION TO PROPOSERS**

**SUBJECT:** REQUEST FOR PROPOSALS RFP NO. 008-20  
KEYS OVERNIGHT TEMPORARY SHELTER  
MANAGEMENT

**ISSUE DATE:** August 21, 2020

**MAIL OR SPECIAL  
DELIVERY RESPONSES TO:** CITY CLERK  
CITY OF KEY WEST  
1300 WHITE STREET KEY  
WEST, FL 33040

**DELIVER PROPOSALS TO:** SAME AS ABOVE

**PROPOSALS MUST BE  
RECEIVED:** September 9, 2020

**NOT LATER THAN:** 3:00 P.M. LOCAL TIME

**DAVID SERMAK  
PURCHASING AGENT CITY  
OF KEY WEST**

## REQUEST FOR PROPOSAL

Sealed Proposals for the City of Key West RFP No. 008-20 **KEYS OVERNIGHT TEMPORARY SHELTER MANAGEMENT**, addressed to the City of Key West, will be received at the Office of the City Clerk, 1300 White St., Key West Florida, 33040 until **3:00 pm on September 9, 2020** and then will be publicly opened and read. Any proposals received after the time and date specified will not be considered.

**Please submit two (2) originals and (2) two flash drives with one single PDF file of the entire proposal package on each flash drive. Proposal packages are to be enclosed in sealed envelopes, clearly marked on the outside "SEALED PROPOSAL FOR RFP No. 008-20 KEYS OVERNIGHT TEMPORARY SHELTER MANAGEMENT" addressed and delivered to the City Clerk at the address noted above.**

The City of Key West is seeking proposals to provide management of the Keys Overnight Temporary Shelter (KOTS). The City will consider proposals that include a broad range of business, financial and organizational structures and relevant experience in the management of a homeless shelter, and overall coordination and planning of homeless services in Key West, while providing these services at a competitive cost.

Documents may be requested from DemandStar at [www.demandstar.com](http://www.demandstar.com) or by calling 1-800-711-1712 or at [www.cityofkeywest-fl.gov](http://www.cityofkeywest-fl.gov).

A **pre-proposal meeting** will be held virtually August 28, 2020 at 10:00 A. M. **Meeting attendance via virtual or on the phone is mandatory. Times and date for evaluation committee meetings will be given at this pre-proposal meeting, including directions on attending.**

### Join Zoom Meeting

<https://zoom.us/j/92143743400?pwd=LOZSYUhZcGd4VDhTN0c0anhydZlYUT09>

Meeting ID: 921 4374 3400

Passcode: 902452

Dial by Phone

1 646 558 8656

Meeting ID: 921 4374 3400

Passcode: 902452

The Proposer will be required to furnish documentation showing that he/she is in compliance with applicable licensing requirements of the State and the provisions of Chapter 66 section 87 of the Code of Ordinances of the City of Key West. Compliance with these provisions is required before the Contractor can enter into an agreement with the City of Key West.

All insurance contracts, and certificates of insurance shall be either executed by or countersigned by a licensed resident agent of the Surety or Insurance Company having his place of business in the State of Florida, and in all ways complying with the insurance laws of the State of Florida. Further, the said Surety or Insurance Company shall be duly licensed and qualified to do business in the State of Florida.

Before a Contract will be awarded for the services contemplated herein, the CITY will conduct such

investigation as is necessary to determine the performance record and ability of the apparent successful Proposer to perform the size and type of services specified under this Contract. Upon request, the Proposer shall submit such information as deemed necessary by the CITY to evaluate the Proposer's qualifications.

For information, clarification or to ask questions concerning the proposed services, please contact Todd Stoughton, Risk Manager, by email only at [tstoughton@cityofkeywest-fl.gov](mailto:tstoughton@cityofkeywest-fl.gov). The City's "Cone of Silence" Ordinance 2-773 does not allow verbal communications.

As stated above at the time of the Proposal submittal the Proposer must provide satisfactory documentation of State Licenses. The Proposer shall furnish documentation showing that he/she is in compliance with the licensing requirements, with City licenses procured within ten days of the award. The successful Proposer must also be able to satisfy the City Attorney as to such insurance coverage and legal requirements as may be demanded by the Proposal in question. The City may reject proposals for any of the following reasons: (1) for budgetary reasons, (2) if the Proposer mis-states or conceals a material fact in its proposal, (3) if the proposal does not strictly conform to the law or is non-responsive to the proposal requirements, (4) if the proposal is conditional, (5) if a change of circumstances occurs making the purpose of the proposal unnecessary to the City, or (6) if such rejection is in the best interest of the City. The City may also waive any minor informalities or irregularities in any proposal.

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# List of Attachments

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## Attachments

- A Insurance Requirements
- B Local Vendor Cert. Pursuant to CKW Ord. 09-22 Sect.2-798
- C Indemnification Affidavit
- D Anti-Kickback Affidavit
- E Public Entity Crimes Affidavit
- F Non-Collusion Declaration and Compliance Affidavit
- G Cone of Silence Affidavit
- H Equal Benefits for Domestic Partners Affidavit
- I Keys Overnight Temporary Shelter (KOTS)  
Survey & Description

# 1. Project Description

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The City of Key West is seeking applicants to operate the Keys Overnight Temporary Shelter (KOTS) for Fiscal Year October 1, 2020 through September 30, 2023. The successful applicant will be chosen by the City Commission based on rankings by an evaluation team assigned by the City Manager. The ranking team will recommend a Keys Overnight Temporary Shelter Manager to the City Commission who will make the final decision.

## SCOPE OF SERVICES:

The successful applicant will provide the following:

- *Management and operation of the Keys Overnight Temporary Homeless Shelter, which includes:*
  - Management of a 120-bed capacity shelter for overnight sleeping accommodations.
  - Providing 24-hour per day staffing/volunteer coverage of the Shelter, as well as maintaining a safe and clean-living environment at the Shelter.
  - Conducting outreach to inform homeless persons about the availability of the shelter.
  - Maintenance of the facility.
  - Enter data into Homeless Management Information System.
  - Report on number of persons served and a listing of the names of those served.
- *Services to the homeless or those at risk of becoming homeless, including, housing search assistance; facilitation of medical and psychological counseling; job training and placement; and/or facilitation of substance abuse treatment and counseling.*
- *Homelessness prevention activities to households that have received an eviction notice or notice of termination of utility services, including housing counseling and facilitation of legal services.*

## POPULATION SERVED:

The City of Key West's Homeless Shelter serves a low-income, multi-lingual, multi-cultural population. Successful applicants will have experience serving people who do not speak English, or who may be physically or learning disabled or developmentally delayed, mentally ill, or who are ex-felons or parolees.

## QUALIFIED APPLICANTS:

Applicants may be public agencies, nonprofit agencies, or private for-profit businesses. The successful applicant must be able to comply with City of Key West requirements for insurance as indicated in Appendix D of this application.

## ANTICIPATED FUNDING:

The City anticipates a Fiscal Year 2020-21 appropriation for the management and operations of KOTS in an amount of \$680,601 in accordance with the Scope of Services referenced above. Proposers must submit as part of their proposal submission an operational budget for KOTS which is based on the \$680,601 appropriation to be paid in advance of services monthly in 1/12 increments. Subsequent years funding amounts will be determined through the submission of a fiscal year budget to the City of Key West by the operator and the review and approval of such budget by the City of Key West. Selected operator must maintain sufficient books and records capable of being segregated from other operational activities of the operator. Fiscal Year funding amounts not expended in the performance of the scope of services shall be remitted to the City.

**FUTURE FACILITY:**

Proposals should include the proposer's knowledge and skills in the design and construction of a new homeless shelter which is planned to be constructed at the current location within the next 5 years.

**Please answer all questions below and on the following pages completely. Required information can be submitted on separate correspondence, however, word counts must be adhered to in order to be accepted.**

Exceeding the indicated word counts will be considered non-responsive.

Please direct all questions to Todd Stoughton, Risk Manager, City of Key West by email to [tstoughton@cityofkeywest-fl.gov](mailto:tstoughton@cityofkeywest-fl.gov) . All questions must be submitted **by noon on September 4, 2020.**

**Section 1**

**Organization Information:**

<b>Organization Name: Key West Homeless Coalition, Inc.</b>		
<b>Mailing Address: 2405 North Roosevelt Blvd.</b>		
<b>City: Key West</b>	<b>State: FL</b>	<b>Zip: 33040</b>
<b>Phone #: 305-304-0578</b>	<b>Fax #: 305-296-1337</b>	
<b>Website:</b>		
<b>Executive Director: Mary Casanova</b>	<b>Phone #: 305-304-0578</b>	
	<b>Email: marycasanova77@gmail.com</b>	
<b>Contact Person (if different):</b>		
<b>Contact Person Title:</b>		
<b>Board President: Mary Casanova</b>	<b>Same as above</b>	
<b>Organization Mission Statement (150 words or less):</b>		
<b>Our Mission: To help homeless populations with safety, food and shelter-- with the hope of providing opportunities to improve health, happiness and security off the streets.</b>		

**Please attach a copy of the following:**

- Copy of Bylaws
- Budget for FY 2020-2021
- Your most recent organization's IRS 990 form, if applicable.
- Operational Plan for the Keys Overnight Temporary Shelter (Operational Plan needs to address emergency procedures, including emergency closures, and off-site sheltering)
- Shelter Operations Plan for the Keys Overnight Temporary Shelter

**Section 2 Proposal****Budget:**

Provide a proposed annual budget. The expenses on the template represent an average of 3 years of actual expenses at KOTS, as an example. If your budget varies significantly from the line items indicated on the template, please describe why in an attached narrative.

The budget you submit should correlate with your answers to the narrative questions below.

**Section 3****Narrative Questions:**

Exceeding the indicated word counts will be considered non-responsive.

**Question 1 – Shelter Operations Plan**

Please describe how your organization would manage the Keys Overnight Temporary Shelter facility and operations.

Your description should include information on how your organization will:

- Maintain and operate the facility to provide a clean and safe living environment (including routine building maintenance, cleaning, safety, etc., as indicated in your proposed budget).
- Oversee operations ensuring 24-hour coverage through the management of part-time employees and volunteers.
- List on-site Operational Manager and include their qualifications.
- Maintain data on shelter usage.
- Draft an operational manual for employees that includes training, discipline, job descriptions, authorities and responsibilities of employees, duties and functions of each position. Include Emergency Operations such as Hurricane Evacuation, and off-site sheltering. Provide to City for review.

Please indicate if your organization is currently operating a homeless shelter or has operated a shelter in the past 5 years. If you have experience in shelter operations, please indicate where and for how long you have operated shelters. (500 words or less)



Key West Homeless Coalition, Inc. (KWHC) will maintain and operate the facility following guidelines contained within contract KPZ40 pages 21- 44 (KOTS written standards) utilizing the lion's share of existing KOTS employees with additional new hires working under our Director of Operations to ensure 24 hour coverage.

Operations Director David Zamlich will maintain level one maintenance on facility. Formerly a safety officer for the San Francisco VA Medical Center (working in Risk Assessment 13 years), David will stay current on all safety procedures continuing/expanding safe COVID cleaning practices in place using current technology, steam cleaning structures, bedding, all community surfaces, with food and human friendly disinfectant and cleaning supplies. (David was instrumental in updating current KOTS management company's infection control policy.) David has extensive journeyman level construction experience, with 16 years as construction foreman. He led squads in the military four years. Rated disabled after his injury during Operation Desert Storm, David became homeless for two years living on the streets of San Francisco. Working under the VA's Compensated Work Therapy (CWT) Program David helped create, plan and operate "Operation Dignity" – a 24/7 homeless shelter/transitional community dedicated to bringing homeless veterans into the workforce and stable housing in Oakland, CA (1991-1993). David was invited to join present shelter management company (SHAL) Board after Irma (2018-2020). A board member for over two years he worked diligently at KOTS helping make positive changes, holding position of Board Secretary. David made sure donations went to KOTS. Disinfectant. Soap. Paper Plates. Books. Glasses. He personally delivered and served food at KOTS. Before David, KOTS had eight year old mats. Showers had no shower heads; only one was functioning. There was one functioning toilet; no functioning sinks for men. A hole in the floor was covered with a nailed down garbage can lid. When conducting tours of bathrooms SHAL's executive director directed onlookers: "Double glove for safety." Since then, new trailers were brought on site for showers/baths. Improvements made at David's suggestion/insistence include new sleeping mats, air conditioning that works, showers that work, better food and laundry service--with the idea clean, good smelling clients are good for Key West; these things taken together help make the difference between homeless people who scare our tourists, and homeless people who look like tourists.

KWHC will train senior staff on HMIS/Client Track system and maintain daily records on shelter usage.

Executive Director Mary Casanova will draft operational manual for employees including training, discipline, job descriptions, authorities and responsibilities of employees, duties and functions of each position including Emergency Operations such as Hurricane Evacuation, off-site sheltering. A professional writer with 30 years experience as case manager/executive director/grant writer, Mary oversees operations at two local non-profits serving homeless populations. Mary will work in harmony with Monroe County Homeless Services Continuum of Care (CoC) drafting an operations manual for City of Key West review pulling from current local and distant shelter policies and procedures.

We are not currently operating a homeless shelter...however we hope to be on October 1<sup>st</sup>!

## Question 2 – Services to the Homeless

Part A. Please describe (in 300 words or less) how your organization would provide services to the homeless, or those at risk of being homeless, in Monroe County, to connect them with housing, employment, and the types of services and supports they need to acquire stable housing. Provide details on how you would provide services in the areas of:

- rapid re-housing and housing search assistance
- job training or placement
- medical or psychological counseling
- facilitation of substance abuse treatment and counseling
- other support that address the complex causes of homelessness

**Our organization provides services to homeless clients connecting with agencies operating under the umbrella of the CoC and local non-profit partners. Our intake specialists will match clients with psychological counseling, substance abuse treatment, job training/job skills acquisition and the types of services and supports clients need to acquire stable housing. We have a client centered approach.**

**For rapid re-housing/housing search assistance, KWHC may direct clients to Catholic Charities for two programs: Rapid Rehousing (helping provide individuals with first/last month's rent) or New Day One Program (helping families with rental assistance and case management). Or, Samuel's House at one of three facilities (1) Mary Spottswood Women's Center (2) Casa de Meredith and (3) Kathy's Hope . Job training and placement takes place here also. Florida Keys Outreach Coalition (FKOC) provides housing assistance; KAIR in Marathon helps with rental assistance and housing search. Sister Season provides funding for clients employed in the hospitality industry who, due to illness, are homeless or facing homelessness. CareerSource South Florida, and Career Source Veterans Employment Services help with job assistance. Monroe County Social Services is distributing \$838,069 to individuals behind in their mortgage.**

**For clinical services such as detox, a hospital setting is often required; we refer clients to Lower Keys Medical Center, Fisherman's Hospital and when needed, De Poo. It all depends on the client, and the need. Anchors Away is awesome. Key Bridge provides mental health and substance abuse treatment. Guidance Care Center is an enormous help with psychological counseling, and facilitation of substance abuse treatment.**

**Partner Literacy Volunteers of America (LVA) assists homeless adults who read and write under a 5<sup>th</sup> grade level; Dr. Jose Sanchez Lions Eye Clinic provides free glasses to homeless who qualify....as you have to be able to see to read.**

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**Part B.** If you are currently providing those services to the homeless, please indicate (in 200 words or less) how long you have been doing so. Describe how you measure your success in providing those services and present any data you have that indicates your success.

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**Our KWHC team is currently providing services to the homeless. Over the past two years, KWHC "Off The Streets" outreach director Ron Bamfield successfully assisted three homeless individuals move out of KOTS and into their own living spaces. He was creative with helping them find money to borrow (he reached into his own pocket) for security deposits. All three successfully transitioned from homelessness to becoming independent and housed. For six years, KWHC team members Mary Casanova and David Zamlich have served homeless clients with free and low-cost glasses at the Dr. Jose Sanchez Lions Eye Clinic. KWHC team members Mary, David and Eileen Quinn have assisted low literacy and non-English speaking clients with free, confidential, one-to-one/small group literacy instruction helping clients acquire skills needed for self sufficiency. Eileen and Mary have served LVA for the past 30 years. David has served LVA six years. Data indicating client success is contained in program records.**

### Question 3 – Homelessness Prevention

Part A. Please describe (in 300 words or less) how your organization would provide homelessness prevention services such as:

- connecting those at risk of being homeless with rental and utility assistance programs and anti-eviction services
- housing counseling and connection to legal services
- connecting those at risk with other services needed to maintain stable housing

An ounce of prevention is worth a pound of cure. KWHC prevents homelessness by assisting those in danger of becoming homeless with social service and financial connections needed to help clients stay in their homes. Through close association with the CoC we provide a wealth of referrals and services connecting those at risk with rental and utility assistance programs, anti-eviction services, housing counseling, and connection to legal services. Catholic Charity seminars for non-English speaking populations direct clients to legal advice. Florida Keys Outreach Coalition's Quick Assist Homelessness Prevention Program provides fast one-time interventions designed to prevent homelessness. They provide financial assistance for basic needs including but not limited to rental assistance, utility payments, childcare costs, work, clothing, transportation for work, medical co pay, prescription assistance, and other things that otherwise could not be paid due to unforeseen circumstances such as illness, lost employment or a natural disaster. Monroe County Social Services helps with mortgage assistance. Other services are offered by Literacy Volunteers helping those at risk with no cost literacy instruction teaching English to non-English speaking populations. LVA is a prevention program recognized by the Monroe County Sheriff's Department serving Key West with free, confidential, one to one and small group literacy instruction to help English and non-English speakers stay in their homes and off the streets.

Part B. If you are currently providing homelessness prevention services, please indicate (in 200 words or less) how long you have been doing so. Describe how you measure your success in providing those services and present any data you have that indicates your success. Referrals to local and Miami services including legal aid.

Through partnerships with LVA and the Eye Clinic, we have been providing homeless prevention services 37 years.

True Homeless Prevention Story: Summer of 2018 a Haitian man knocked on KWHC team member Dave Zamlich's door asking, "Please help us." He was a resident of Waters Edge Trailer Park, bought by private equity firm, Wreckers Cay. Tearfully, he handed Dave his eviction notice. Every resident of the park was served with a notice of immediate eviction. All Haitian and Cuban families, including elderly and retired veterans. Around sixty multi-generational families living on property, most with children, all working poor. No one could afford to leave. Every single person faced homelessness. David worked tirelessly to help, contacting legal aid in Miami, helping secure an attorney, calling the Blue Paper, making the unfairness of their story public. End result: Many families remained housed. There was a confidentiality agreement ironed out between residents and Wreckers Cay developers that made everyone happy. Dave's actions bought them time, and gave them options. He did it for no other reason than it was the right thing to do. This kind of creativity and thinking outside the box shows the attitude and follow through of KWHC team members.

#### **Question 4 – Community Outreach and Partnerships**

Please describe how your organization provides information to potential clients about your services. Describe your community outreach efforts and how you would coordinate services with other agencies in Monroe County that serve the homeless or those at risk of being homeless. Do you have formal or informal relationships with social service agencies that serve low-income Monroe County residents?

(200 words or less)

**We conduct outreach by word of mouth, articles in the local newspapers, press releases sent to 26 media outlets, communicating via telephone, internet and in person, speaking before different local organizations. We will speak at events, fund raisers, before groups and always seek ways to garner new opportunities. We are a new organization and have just joined the CoC. Happily, the majority of CoC member agencies are those which executive director Mary Casanova and treasurer Eileen Quinn, both familiar faces for the past 30 years in Key West, have long standing relationships with, both formal and informal. These include MARC House, Wesley House, the Monroe County Library, Monroe County Sheriff's Department, Key West Police Department, Key West Chamber of Commerce, Samuel's House, Florida Keys Outreach Coalition, Anchors Away, the Department of Veteran Affairs, Key West Housing Authority, Womankind, Metropolitan Community Church, Monroe County School District and more. As the new management company operating KOTS we will engage the community with an ongoing public relations campaign that helps change the public's perception of homeless people and engages new supporters, making the City of Key West the hero with a cleaner, brighter, and more welcoming face.**

#### **Question 5 – Working Effectively with a Diverse Population**

Please describe your organization's capacity to work with people who do not speak English and with people from other countries and cultures. What strategies would you use to work most effectively with Key West's highly diverse population?

(200 words or less)

**We are well equipped to work with people who do not speak English, and, with people from other countries and cultures. KWHC's executive director has 30 years experience leading LVA countywide working with clients from Cuba, Russia, Columbia, Nicaragua, Czech Republic, Haiti, Poland, Thailand, Japan, China and beyond. LVA student clients come from many different cultures. It is easy to misunderstand what they are saying and how they act. LVA teaches clients not only English, but how to mainstream into our culture. Should we be awarded the KOTS management contract we will bring our skills to the table and strategies on-site at the shelter. We have fast and easy access to interpreters in many languages. KWHC team members Eileen Quinn and David Zamlich are also on the board at LVA and are themselves trained, certified LVA English as a Second Language tutors. Eileen used to teach her Polish students English by holding cooking class with them in her kitchen and reading from the back of a box of instant mashed potatoes. There are many different strategies that can be used working effectively with Key West's highly diverse population. Hint: Everyone with a smart phone should have the Google Translate app.**

#### **Question 6 – Working Effectively with Those Most at Risk of Becoming Homeless**

Please describe your organization's history in working with populations that are most at risk of becoming homeless, including people who are physically or mentally disabled, ex-felons or parolees?

(200 words or less)



KWHC team members have a track record of working with populations most at risk of becoming homeless. Our president taught reading and writing at the jail six years with LVA's Literacy in Corrections Program. She trained tutors who worked with MARC house residents both physically and mentally disabled. KWHC operations manager was homeless for two years and knows the client side. He operated a 24/7 shelter and transitional housing Community working with populations most at risk. More recently he served on the board of the present KOTS management company (SHAL) where his greatest joy was to feed the homeless, who he calls "his people." KWHC's outreach director was also a working SHAL board member who was always at the shelter asking clients "What do you need?" He explains, "There are four kinds of homeless. One-- the homeless person who enjoy being homeless-they're happy. Two-- the alcoholics and substance abusers. Three-- the mentally ill. Four--the working poor." He's right. We believe our combined experience has brought us to where we are today. We know the population. We know the property. We can manage KOTS. We can do it better. We can do it with dignity and financial transparency. Choose us.

**Question 7 – Familiarity with Key West, Monroe County, and the Monroe County Continuum-of-Care, Inc.**

Please describe your organization's history in working in the City of Key West. Has your organization served City of Key West residents in the past? If so, how long have you served residents and in what capacity.  
(200 words or less)

**Our organization is new, but our team together has served Key West residents for over 70 years.**

**Mary Casanova worked 30 years as Executive Director at LVA, six years at Dr. Jose Sanchez Lions Eye Clinic and ten years at Florida Department of Health in Monroe.**

**David Zamlich has been a Key West resident since 2009, a Literacy volunteer for six years, and member of SHAL Board of Directors for over two years.**

**Ron Bamfield moved to Key West in 1990. A retired photographer and full-time homeless advocate, Ron served on the SHAL board for one year and is creator of the KWHC's "Off the Streets" program.**

**Eileen Quinn has been a Key West resident since 1988, serving Key Westers for 27 years as President/Treasurer/Volunteer at LVA. She served two terms as a Monroe County School Board member, was case manager (and volunteer) for Big Brothers Big Sisters and a member of the board of directors for NOW and Key West YMCA.**

**Thad Calvin got out of the Navy in February 2008 and started working for the Key West Police Department the next day. He lives in Key West with his wife and two children, ages four and five.**

Signature of Executive Director: Mary Casanova Date: 9/5/2020

Signature of Board President: Mary Casanova Date: 9/5/2020

Attachment A: Insurance requirements

Attachment B: Local vendor certification

Attachment C: Indemnification form

Attachment D: Anti kick back form

Attachment E: Public crimes form

Attachment F: Non collusion form

Attachment G: Cone of silence form

Attachment H: Domestic partners form

Attachment I: KOTS survey and description

Attachment J: Proposed budget

Attachment K: KWHC Bylaws

Attachment L: KWHC local business tax receipt

Attachment M: Three-year management plan

**Attachment A**  
**Insurance**  
**Requirements**

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*Attachment A  
(Key West Insurance  
Preparing this)*

**INSURANCE REQUIREMENTS**

**1.0 GENERAL INSURANCE REQUIREMENTS:**

- 1.01 During the Term of the Agreement, the Proposer shall provide, pay for, and maintain with insurance companies satisfactory to the City of Key West, Florida ("City"), the types of insurance described herein.
- 1.02 All insurance shall be from responsible insurance companies eligible to do business in the State of Florida. The required policies of insurance shall be performable in Monroe County, Florida, and shall be construed in accordance with the laws of the State of Florida.
- 1.03 The City shall be specifically included as an additional insured on the Proposer's Liability policies with the exception of the Proposer's Professional Liability policies (if required) and shall also provide the "Severability of Interest" provision (a/k/a "Separation of Insured's" provision). The City's additional insured status should be extended to all Completed Operations coverages.
- 1.04 The Proposer shall deliver to the City, prior to commencing work/activities under the Agreement, properly executed "Certificate(s) of Insurance" setting forth the insurance coverage and limits required herein. The Certificates must be signed by the authorized representative of the insurance company(s) shown on the Certificate of Insurance. In addition, certified, true, and exact copies of the insurance policies required herein shall be provided to the City, on a timely basis, if requested by the City.
- 1.05 If the Proposer fails to provide or maintain the insurance coverages required in this Agreement at any time during the Term of the Agreement and if the Proposer refuses or otherwise neglects to deliver the required Certificate(s) of Insurance signed by the authorized representative of the insurance company(s) to the City, the City may, at the City's sole discretion, terminate or suspend this Agreement.
- 1.06 The Proposer shall take immediate steps to make up any impairment to any Aggregate Policy Limit upon notification of the impairment. If at any time the City requests a written statement from the insurance company(s) as to any impairment to the Aggregate Limit, the Proposer shall promptly authorize and have delivered such statement to the City.
- 1.07 The Proposer authorizes the City and/or its insurance consultant to confirm all information furnished to the City, as to its compliance with its Bonds and Insurance Requirements, with the Proposer's insurance agents, brokers, surety, and insurance carriers.
- 1.08 All insurance coverage of the Proposer shall be primary to any insurance or self-insurance program carried by the City. The City's insurance or self-insurance programs or coverage shall not be contributory with any insurance required of the Proposer in this Agreement.
- 1.09 The acceptance of delivery to the City of any Certificate of Insurance evidencing the insurance coverage and limits required in the Agreement does not constitute approval or agreement by the City that the insurance requirements in the Agreement have been met or that the insurance policies shown in the Certificates of Insurance are in compliance with the Agreement requirements.
- 1.10 No work/activity under this Agreement shall commence or continue unless and until the required Certificate(s) of Insurance are in effect and the written Notice to Proceed is issued by the City.



- 1.11 The insurance coverage and limits required of the Proposer under this Agreement are designed to meet the minimum requirements of the City. They are not designed as a recommended insurance program for the Proposer. The Proposer alone shall be responsible for the sufficiency of its own insurance program. Should the Proposer have any question concerning its exposures to loss under this Agreement or the possible insurance coverage needed therefore, it should seek professional assistance.
- 1.12 During the Term of this Agreement, the City and its agents and Proposers may continue to engage in necessary business activities during the operations of the Proposer. No personal property owned by City used in connection with these business activities shall be considered by the Proposer's insurance company as being in the care, custody, or control of the Proposer.
- 1.13 Should any of the required insurances specified in this Agreement provide for a deductible, self-insured retention, self-insured amount, or any scheme other than a fully insured program, the Proposer shall be responsible for all deductibles and self-insured retentions.
- 1.14 All of the required insurance coverages shall be issued as required by law and shall be endorsed, where necessary, to comply with the minimum requirements contained herein.
- 1.15 All policies of insurance required herein shall require that the insurer give the City thirty (30) days advance written notice of any cancellation, intent not to renew any policy and/or any change that will reduce the insurance coverage required in this Agreement, except for the application of the Aggregate Limits Provisions.
- 1.16 Renewal Certificate(s) of Insurance shall be provided to the City at least twenty (20) days prior to expiration of current coverage so that there shall be no termination of the Agreement due to lack of proof of the insurance coverage required of the Proposer.
- 1.17 If the Proposer utilizes Contractors or Sub-Contractors to perform any operations or activities governed by this Agreement, the Proposer will ensure all Contractors and Sub-Contractors to maintain the same types and amounts of insurance required of the Proposer. In addition, the Proposer will ensure that the Contractors and Sub-Contractors insurances comply with all of the Insurance Requirements specified for the Proposer contained within this Agreement. The Proposer shall obtain Certificates of Insurance comparable to those required of the Proposer from all Contractors and Sub-Contractors. Such Certificates of Insurances shall be presented to the City upon request. Proposer's obligation to ensure that all Contractors and Sub-Contractor's insurance as provided herein shall not exculpate Proposer from the direct primary responsibility Proposer has to the City hereunder. The City will look directly to Proposer for any such liability hereunder and shall not be obligated to seek recovery from any Contractor or Subcontractor or under such Contractor's or Sub-Contractor's insurance coverages.

2.0 **SPECIFIC INSURANCE COVERAGES AND LIMITS:**

- 2.01 All requirements in this Insurance Section shall be complied with in full by the Proposer unless excused from compliance in writing by the City.
- 2.02 The amounts and types of insurance must conform to the following minimum requirements. Current Insurance Service Office (ISO) or National Council on Compensation Insurance (NCCI) policies, forms, and endorsements or broader shall be used where applicable. Notwithstanding the foregoing, the wording of all policies, forms, and endorsements must be acceptable to the City.

**Workers' Compensation and Employers' Liability Insurance** shall be maintained in force during the Term of this Agreement for all employees engaged in this work under this Agreement, in accordance with the laws of the State of Florida. The minimum acceptable limits shall be:

Workers' Compensation	Florida Statutory Requirements
Employer's Liability	\$1,000,000.00 Limit Each Accident
	\$1,000,000.00 Limit Disease Aggregate
	\$1,000,000.00 Limit Disease Each Employee

If the Proposer has less than four (4) employees and has elected not to purchase Workers' Compensation/Employers Liability coverage as permitted by *Florida Statutes*, the Proposer will be required to issue a formal letter (on the Proposer's letterhead) stating that it has less than four (4) employees and has elected not to purchase Workers' Compensation/Employers Liability coverage as permitted by *Florida Statutes*.

**Commercial General Liability Insurance** shall be maintained by the Proposer on a Full Occurrence Form. Coverage shall include, but not be limited to, Premises and Operations, Personal Injury, Contractual for this Agreement, Independent Contractors, and Products & Completed Operations Coverage. The limits of such coverage shall not be less than:

Bodily Injury &	\$2,000,000.00 Combined Single Limit each
Property Damage Liability	Occurrence and Aggregate

Completed Operations Liability Coverage shall be maintained by the Proposer for a period of not less than four (4) years following expiration or termination of this Agreement.

The use of an Excess, Umbrella and/or Bumbershoot policy shall be acceptable if the level of protection provided by the Excess, Umbrella and/or Bumbershoot policy is equal to or more comprehensive than the Primary Commercial General Liability policy.

**Business Automobile Liability Insurance** shall be maintained by the Proposer as to ownership, maintenance, use, loading and unloading of all owned, non-owned, leased, or hired vehicles with limits of such coverage of not less than:

Bodily Injury	\$1,000,000.00 Limit Each Accident
Property Damage Liability	\$1,000,000.00 Limit Each Accident

or

Bodily Injury &	
Property Damage Liability	\$1,000,000.00 Combined Single Limit Each Accident

If the Proposer does not own any vehicles, this requirement can be satisfied by having the Proposer's Commercial General Liability policy endorsed with "Non-Owned and Hired Automobile" Liability coverage.

**Professional Liability Insurance** shall be maintained by the Proposer which will respond to damages resulting from any claim arising out of the performance of professional services or any error or omission of the Proposer arising out of activities governed by this Agreement. The minimum acceptable limits of liability shall be \$1,000,000 per Occurrence and \$2,000,000 Annual Aggregate. If the policy is structured on a "Claims Made" basis, the policy must contain a "Retroactive Date" of no later than the commencement date of the Agreement and will have an extended reporting period of four (4) years following expiration or termination of the Agreement.

**Attachment B**  
**Local Vendor Certification Pursuant to City of Key West Ordinance**  
**09-22, Section 2-798**

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# Attachment B

## LOCAL VENDOR CERTIFICATION PURSUANT TO CITY OF KEY WEST ORDINANCE 09-22 SECTION 2-798

The undersigned, as a duly authorized representative of the vendor listed herein, certifies to the best of his/her knowledge and belief, that the vendor meets the definition of a "Local Business." For purposes of this section, "local business" shall mean a business which:

- a) Principle address as registered with the FL Department of State located within 30 miles of the boundaries of the city, listed with the chief licensing official as having a business tax receipt with its principle address within 30 miles of the boundaries of the city for at least one (1) year immediately prior to the issuance of the solicitation;
- b) Maintains a workforce of at least 50 percent of its employees from the city or within 30 miles of its boundaries; and
- c) Having paid all current license taxes and any other fees due the city at least 24 hours prior to the publication of the call for bids or request for proposals.
  - Not a local vendor pursuant to Ordinance 09-22 Section 2-798
  - Qualifies as a local vendor pursuant to Ordinance 09-22 Section 2-798

If you qualify, please complete the following in support of the self-certification & submit copies of your County and City business licenses. Failure to provide the information requested will result in denial of certification as a local business.

Business Name: Key West Homeless Coalition Phone: 305-304-0578 Current  
Local Address: 2405 North Roosevelt Blvd Fax: 305-296-1337 (P.O Box numbers  
may not be used to establish status)

Length of time at this address: Since Aug. 7, 2020

Mary Casanova  
Signature of Authorized Representative

9/3/20  
Date

NOTARY

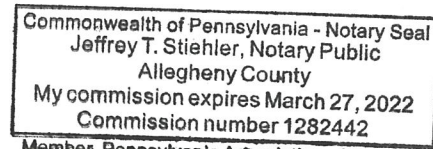
STATE OF Pennsylvania  
COUNTY OF Allegheny

The foregoing instrument was acknowledged before me this 3 day of September, 2020.

By Mary Casanova, of Key West Homeless Coalition  
(Name of officer or agent, title of officer or agent) Name of corporation acknowledging)

or has produced license as identification.

[Signature]  
Signature of Notary



Member, Pennsylvania Association of Notaries

Print, Type or Stamp Name of Notary

Title or Rank Owner

Return Completed form with

Supporting documents to:

City of Key West Purchasing



**Attachment C**  
**Indemnification Form**

---

# attachment C

## CITY OF KEY WEST INDEMNIFICATION FORM

CONTRACTOR agrees to protect, defend, indemnify, save and hold harmless The City of Key West, all its Departments, Agencies, Boards, Commissions, officers, City's Consultant, agents, servants and employees, including volunteers, from and against any and all claims, debts, demands, expense and liability arising out of injury or death to any person or the damage, loss of destruction of any property which may occur or in any way grow out of any act or omission of the PROPOSER, its agents, servants, and employees, or any and all costs, expense and/or attorney fees incurred by the City as a result of any claim, demands, and/or causes of action except of those claims, demands, and/or causes of action arising out of the negligence of The City of Key West, all its Departments, Agencies, Boards, Commissions, officers, agents, servants and employees. The PROPOSER agrees to investigate, handle, respond to, provide defense for and defend any such claims, demand, or suit at its sole expense and agrees to bear all other costs and expenses related thereto, even if it (claims, etc.) is groundless, false or fraudulent. The City of Key West does not waive any of its sovereign immunity rights, including but not limited to, those expressed in Section 768.28, Florida Statutes.

These indemnifications shall survive the term of this agreement. In the event that any action or proceeding is brought against the City of Key West by reason of such claim or demand, PROPOSER shall, upon written notice from the City of Key West, resist and defend such action or proceeding by counsel satisfactory to the City of Key West.

The indemnification provided above shall obligate PROPOSER to defend at its own expense to and through appellate, supplemental or bankruptcy proceeding, or to provide for such defense, at the City of Key West's option, any and all claims of liability and all suits and actions of every name and description covered above which may be brought against the City of Key West whether performed by PROPOSER, or persons employed or utilized by PROPOSER.

The PROPOSER's obligation under this provision shall not be limited in any way by the agreed upon Contract Price as shown in this agreement, or the PROPOSER's limit of or lack of sufficient insurance protection.

PROPOSER: Key West Homeless Coalition

COMPANY SEAL

2405 N. Roosevelt  
Address Key West FL 33040

Mary Casanova  
Signature

Mary Casanova  
Print Name

9/3/20  
Date

President / Executive Dir.  
Title

NOTARY FOR THE PROPOSER

STATE OF Pennsylvania

COUNTY OF Allegheny

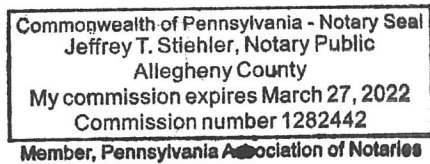
The foregoing instrument was acknowledged before me this 3 day of September, 2020

By Mary Casanova, of Key West Homeless Coalition

(Name of officer or agent, title of officer or agent) Name of corporation acknowledging) Inc.

or has produced license as identification.

[Signature]  
Signature of Notary



Return Completed form with  
Supporting documents to: City  
of Key West Purchasing

Print, Type or Stamp Name of Notary

Owner

Title or Rank

**Attachment D**  
**Anti-Kickback Affidavit**

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# Attachment D

## ANTI-KICKBACKAFFIDAVIT

STATE OF FLORIDA     )  
                                      : SS  
COUNTY OF MONROE    )

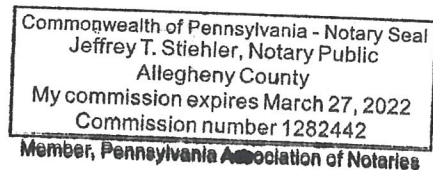
I, the undersigned hereby duly sworn, depose and say that no portion of the sum herein Bid will be paid to any employees of the City of Key West as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

BY: Mary Casanova, Key West Homeless Coalition, Inc.

Sworn and subscribed before me this 3 day of September, 2020.

NOTARY PUBLIC, STATE OF FLORIDA AT LARGE

My Commission Expires: 3/27/22



**Attachment E**  
**Public Entity Crimes Form**

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# Attachment E

## SWORN STATEMENT UNDER SECTION 287.133(3)(a) FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICE  
AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with RFP, Bid or Contract No. 008-20 for  
Keys Overnight Temporary Shelter (KOTS) Management
2. This sworn statement is submitted by Key West Homeless Coalition, Inc. (Name of entity submitting sworn statement)  
whose business address is 2405 N. Roosevelt Blvd.  
Key West FL 33040 and (if  
applicable) its Federal Employer Identification Number (FEIN) is  
85-2500659 (If the entity has no FEIN, include the Social  
Security Number of the individual signing this sworn statement.)
3. My name is Mary Casanova and my relationship to  
(Please print name of individual signing)  
the entity named above is President / Executive Director
4. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including but not limited to, any Bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, material misrepresentation.
5. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication guilt, in any federal or state trial court of record relating to charges brought by indictment information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
6. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means



1. A predecessor or successor of a person convicted of a public entity crime: or
  2. An entity under the control of any natural person who is active in the management of t entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
7. I understand that a "person" as defined in Paragraph 287.133(1)(8), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which Bids or applies to Bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
8. Based on information and belief, the statement, which I have marked below, is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)
- \_\_\_ Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.
- \_\_\_ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND (Please indicate which additional statement applies.)
- \_\_\_ There has been a proceeding concerning the conviction before a hearing of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. (Please attach a copy of the final order.)
- \_\_\_ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order.)



\_\_\_The person or affiliate has not been put on the convicted vendor list. (Please describe any action taken by or pending with the Department of General Services.)

Mary Casanova  
(Signature)

9/3/2020  
(Date)

STATE OF Pennsylvania

COUNTY OF Allegheny

PERSONALLY APPEARED BEFORE ME, the undersigned authority,

Mary Casanova who, after first being sworn by me, affixed his/her signature in the  
(Name of individual signing)

space provided above on this September day of 3rd, 2020.

My commission expires: 3/27/22

Commonwealth of Pennsylvania - Notary Seal  
Jeffrey T. Stiehler, Notary Public  
Allegheny County  
My commission expires March 27, 2022  
Commission number 1282442  
Member, Pennsylvania Association of Notaries

[Signature]  
NOTARY PUBLIC

**Attachment F**  
**Non-Collusion Declaration and Compliance**

---

# attachment F

## NON-COLLUSION DECLARATION AND COMPLIANCE WITH 49 CFR §29

ITEM/SEGMENT NO.: \_\_\_\_\_

F.A.P. NO.: \_\_\_\_\_

PARCEL NO.: \_\_\_\_\_

COUNTY OF: \_\_\_\_\_

BID LETTING OF: \_\_\_\_\_, \_\_\_\_\_

I, Mary Casanova, hereby  
declare that I am Pres./Executive Dir. of Key West Homeless Coalition  
Of Key West, FL  
(NAME) (TITLE) (FIRM)  
(CITY AND STATE)

and that I am the person responsible within my firm for the final decision as to the price(s) and amount of this Bid on this Project.

I further declare that:

1. The prices(s) and amount of this bid have been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition with any other contractor, bidder or potential bidder.
2. Neither the price(s) nor the amount of this bid have been disclosed to any other firm or person who is a bidder or potential bidder on this project, and will not be so disclosed prior to the bid opening.
3. No attempt has been made or will be made to solicit, cause or induce any other firm or person to refrain from bidding on this project, or to submit a bid higher than the bid of this firm, or any intentionally high or non-competitive bid or other form of complementary bid.
4. The bid of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary bid.
5. My firm has not offered or entered into a subcontract or agreement regarding the purchase of materials or services from any firm or person, or offered, promised or paid cash or anything of value to any firm or person, whether in connection with this or any other project, in consideration for an agreement or promise by any firm or person to refrain from bidding or to submit a complementary bid on this project.
6. My firm has not accepted or been promised any subcontract or agreement regarding the sale of materials or services to any firm or person, and has not been promised or paid cash or anything of value by any firm or person, whether in connection with this or any other project, in consideration for my firm's submitting a complementary bid, or agreeing to do so, on this project.
7. I have made a diligent inquiry of all members, officers, employees, and agents of my firm with responsibilities relating to the preparation, approval or submission of my firm's bid on this project and have been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or

other conduct inconsistent with any of the statements and representations made in this Declaration.

8. As required by Section 337.165, Florida Statutes, the firm has fully informed the City of Key West in writing of all convictions of the firm, its affiliates (as defined in Section 337.165(l)(a), Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract or for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees of the firm or affiliates who were convicted of contract crimes while in the employ of another company.

9. I certify that, except as noted below, neither my firm nor any person associated therewith in the capacity of owner, partner, director, officer, principal, investigator, project director, manager, auditor, and/or position involving the administration of Federal funds:

(a) is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions, as defined in 49 CFR §29.110(a), by any Federal department or agency;

(b) has within a three-year period preceding this certification been convicted of or had a civil judgment rendered against him or her for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State or local government transaction or public contract; violation of Federal or State antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;

(c) is presently indicted for or otherwise criminally or civilly charged by a Federal, State or local governmental entity with commission of any of the offenses enumerated in paragraph 9(b) of this certification; and

(d) has within a three-year period preceding this certification had one or more Federal, State or local government public transactions terminated for cause or default.

10. I(We), certify that I(We), shall not knowingly enter into any transaction with any subcontractor, material supplier, or vendor who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this contract by any Federal Agency unless authorized by the Department.

Where I am unable to declare or certify as to any of the statements contained in the above stated paragraphs numbered (1) through (10), I have provided an explanation in the "Exceptions" portion below or by attached separate sheet.

EXCEPTIONS:

(Any exception listed above will not necessarily result in denial of award, but will be considered in determining bidder responsibility. For any exception noted, indicate to whom it applies, initiating agency and dates of agency action.

Providing false information may result in criminal prosecution and/or administrative sanctions.)

I declare under penalty of perjury that the foregoing is true and correct.

PROPOSER: (Seal)

BY: Mary Casanova WITNESS: \_\_\_\_\_  
President & Executive Director  
NAME AND TITLE PRINTED

BY: Mary Casanova WITNESS: \_\_\_\_\_  
SIGNATURE

Executed on this 3 day of September, 2020

FAILURE TO FULLY COMPLETE AND EXECUTE THIS DOCUMENT MAY RESULT  
IN THE BID BEING DECLARED NONRESPONSIVE

Commonwealth of Pennsylvania - Notary Seal  
Jeffrey T. Stiehler, Notary Public  
Allegheny County  
My commission expires March 27, 2022  
Commission number 1282442  
Member, Pennsylvania Association of Notaries

**Attachment G**  
**Cone of Silence Affidavit**

---

# Attachment G

## CONE OF SILENCE AFFIDAVIT

STATE OF Pennsylvania )

: SS

COUNTY OF Allegheny )

I the undersigned hereby duly sworn depose and say that all owner(s), partners, officers, directors, employees and agents representing the firm of Key West Homeless Coalition, Inc. have read and understand the limitations and procedures regarding communications concerning City of Key West issued competitive solicitations pursuant to City of Key West Ordinance Section 2-773 Cone of Silence (attached).

Mary Casanova  
(signature)  
9/3/2020  
(date)

Sworn and subscribed before me this

3 Day of September, 2018.

Commonwealth of Pennsylvania - Notary Seal  
Jeffrey T. Stiehler, Notary Public  
Allegheny County  
My commission expires March 27, 2022  
Commission number 1282442

Member, Pennsylvania Association of Notaries

NOTARY PUBLIC, State of Pennsylvania at Large

My Commission Expires: 3/27/22

**Attachment H**  
**Equal Benefits for Domestic Partners**

---



# Attachment H

## EQUAL BENEFITS FOR DOMESTIC PARTNERS AFFIDAVIT

STATE OF Pennsylvania )

: SS

COUNTY OF Allegheny )

I, the undersigned hereby duly sworn, depose and say that the firm of

Key West Homeless Coalition Inc. provides benefits to domestic partners of its employees on the same basis as it provides benefits to employees' spouses per City of Key West Ordinance Sec. 2-799.

By: Mary Casanova

Sworn and subscribed before me this

3 day of September, 2015.

Commonwealth of Pennsylvania - Notary Seal  
Jeffrey T. Stiehler, Notary Public  
Allegheny County  
My commission expires March 27, 2022  
Commission number 1282442  
Member, Pennsylvania Association of Notaries

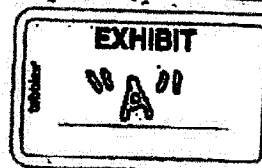
NOTARY PUBLIC, State of Pennsylvania at Large

My Commission Expires: 3/27/22

**Attachment I**  
**Keys Overnight Temporary Shelter**  
**(KOTS) Survey & Description**

---

SKETCH & DESCRIPTION  
Keys Overnight Temporary Shelter (KOTS)  
PORTION OF TIF DEED NUMBER 19725  
STOCK ISLAND  
MONROE COUNTY, FLORIDA



**SURVEYOR'S NOTES:**

1. Reproductions of this Sketch are not valid without the signature and the original raised seal of a Florida licensed surveyor and mapper.
2. No Title Opinion or Abstract to the subject property has been provided. It is possible that there are Deeds, Easements, or other instruments (recorded or unrecorded) which may affect the subject property. No search of the Public Records has been made by the Surveyor.
3. The land description shown hereon was prepared by the Surveyor.
4. Bearings shown hereon are referenced to the legal description recorded in Official Records Book 1490, Page 291 of the Public Records of Monroe County, Florida based on Grid North of the North American Datum of 1927 (NAD 27) of the Florida State Plane Coordinate System with the north right-of-way line of Sunset Marina Road having a bearing of N 63°32'06" E.
5. Data shown hereon was compiled from instrument(s) of record and does not constitute a boundary survey.
6. Abbreviation Legend: A= Arc Distance, Δ= Central Angle, E= Easting, F.D.O.T.= Florida Department of Transportation, ID.= Identification, M.C.R.= Monroe County Records, MHTL= Mean High Tide Line, N= Northing, P.B.= Plat Book; PG.= Page; P.O.B. Point of Beginning; P.O.C. = Point of Commencement, R= Radius; R/W = Right-of-Way; sq. ft.= square feet, TIF= Trustees of the Internal Improvement Trust Fund of the State of Florida.

**CERTIFICATION:**

I HEREBY CERTIFY that the attached Sketch and Description of the hereon described property is true and correct to the best of my knowledge and belief as prepared under my direction. I FURTHER CERTIFY that this Sketch and Description meets the Standards of Practice set forth in Chapter 5J-17, Florida Administrative Code, pursuant to Section 472.027, Florida Statutes.

Date: September 04, 2019

Digitally signed by Keith M.  
Chee-A-Tow  
Date: 2019.09.04 17:20:06 -04'00'

KEITH M. CHEE-A-TOW, P.L.S.  
Florida Registration No. 5328  
AVIROM & ASSOCIATES, INC.  
L.B. No. 3300

REVISIONS		<b>AVIROM &amp; ASSOCIATES, INC.</b> <b>SURVEYING &amp; MAPPING</b> 50 S.W. 2nd AVENUE, SUITE 102 BOCA RATON, FLORIDA 33432 (561) 392-2594 / <a href="http://www.AVIROMSURVEY.com">www.AVIROMSURVEY.com</a> <small>© 2011 AVIROM &amp; ASSOCIATES, INC. All rights reserved. This sketch is the property of AVIROM &amp; ASSOCIATES, INC. and should not be reproduced or copied without written permission.</small>	JOB #:	11227-2
			SCALE:	N/A
			DATE:	09/04/2019
			BY:	K.C.
			CHECKED:	K.M.C-A-T
F.B.	N/A PG. N/A			
SHEET:	1 OF 5			


**SKETCH & DESCRIPTION**  
**Keys Overnight Temporary Shelter (KOTS)**  
 PORTION OF TIF DEED NUMBER 19725  
 STOCK ISLAND  
 MONROE COUNTY, FLORIDA

**LEGAL DESCRIPTION:**

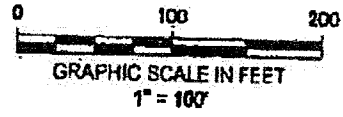
A parcel of land being a portion of land as described in Official Records Book 1490, Page 291 of the Public Records of Monroe County, formerly submerged in the Bay of Florida, being a part of the Trustees of the Internal Improvement Trust Fund of the State of Florida (TIF) Deed Number 19725, said parcel being in Section 27, Township 67 South, Range 25 East in Monroe County, Florida being more particularly described by metes and bounds as follows:

COMMENCE at the Point of Beginning (Point #9) of said parcel of land as described in said Public Records having coordinates of N=89066.35' & E=250957.42', (said coordinates based on Grid North of the North American Datum of 1927 - NAD 27) with all subsequent coordinates being referenced thereto; thence S 63°32'06" E for a distance of 47.66 feet to Point #32 (N=89045.11' & E=251000.08') being the westerly and curved right of way line of Junior College Road (now College Road as laid out and currently in use); said curve being concave to the southeast and having a radius of 984.84 feet; thence northeasterly along the said curved right of way line for an arc distance of 66.04 feet to Point #31 (N=89098.13' & E=251039.42'); thence N 63°32'06" W for a distance of 316.58 feet to Point #30 (N=89239.22' & E=250756.02'); thence S 40°23'19" W for a distance of 157.23 feet to Point #29 (N=89119.46' & E=250654.14'); thence N 56°50'29" W for a distance of 483.59 feet to Point #28 (N=89383.96' & E=250249.30'); thence S 74°46'08" W for a distance of 80.26 feet to Point #27 (N=89362.88' & E=250171.86') and the POINT OF BEGINNING of the described parcel; thence S 43°21'06" E a distance of 44.02 feet; thence S 31°20'02" W a distance of 5.17 feet; thence S 45°01'05" W a distance of 14.62 feet; thence N 44°51'01" W a distance of 166.36 feet; thence S 45°08'59" W a distance of 28.30 feet; thence N 42°07'31" W a distance of 52.20 feet; thence S 49°22'22" W a distance of 69.17 feet; thence N 40°56'30" W a distance of 110.21 feet; thence S 49°19'57" W a distance of 43.48 feet; thence N 40°40'03" W a distance of 75.03 feet; thence N 14°10'00" E a distance of 47.99 feet; thence N 40°09'54" W a distance of 72.63 feet to the Approximate Mean High Tide Line of Florida Bay (MHTL) and the boundary as described in said Public Records; thence along said boundary as described in said Public Records for the next four courses and distances: N 38°26'33" E a distance of 93.87 feet to Point #24 (N=89695.14' & E=249833.32'); thence S 52°04'36" E a distance of 195.00 feet to Point #25 (N=89575.29' & E=249987.14'); thence S 13°16'39" W a distance of 22.30 feet to Point #26 (N=89553.59' & E=249982.02'); thence S 44°52'02" E a distance of 269.09 feet; to Point #27 (N=89362.88' & E=250171.86') and the POINT OF BEGINNING.

Said lands lying and being in Section 27, Township 67 South, Range 25 East on Stock Island, Monroe County, Florida containing 42,593.06 square feet (0.978 acre) more or less.

<b>REVISIONS</b>      	 <b>AVIROM &amp; ASSOCIATES, INC.</b> <b>SURVEYING &amp; MAPPING</b> 80 S.W. 2nd AVENUE, SUITE 102 BOCA RATON, FLORIDA 33432 (561) 392-2884 / <a href="http://www.AVIROMSURVEY.com">www.AVIROMSURVEY.com</a> <small>©2019 AVIROM &amp; ASSOCIATES, INC. all rights reserved.          This station is the property of AVIROM &amp; ASSOCIATES, INC.          and should not be reproduced or copied without written permission.</small>	<b>JOB #:</b> 11227-2 <b>SCALE:</b> N/A <b>DATE:</b> 08/04/2019 <b>BY:</b> K.C. <b>CHECKED:</b> K.M.C-A-T <b>F.B.</b> N/A <b>PG.</b> N/A <b>SHEET:</b> 2 OF 5
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**SKETCH & DESCRIPTION**  
**Keys Overnight Temporary Shelter (KOTS)**  
 PORTION OF TIF DEED NUMBER 19725  
 STOCK ISLAND  
 MONROE COUNTY, FLORIDA

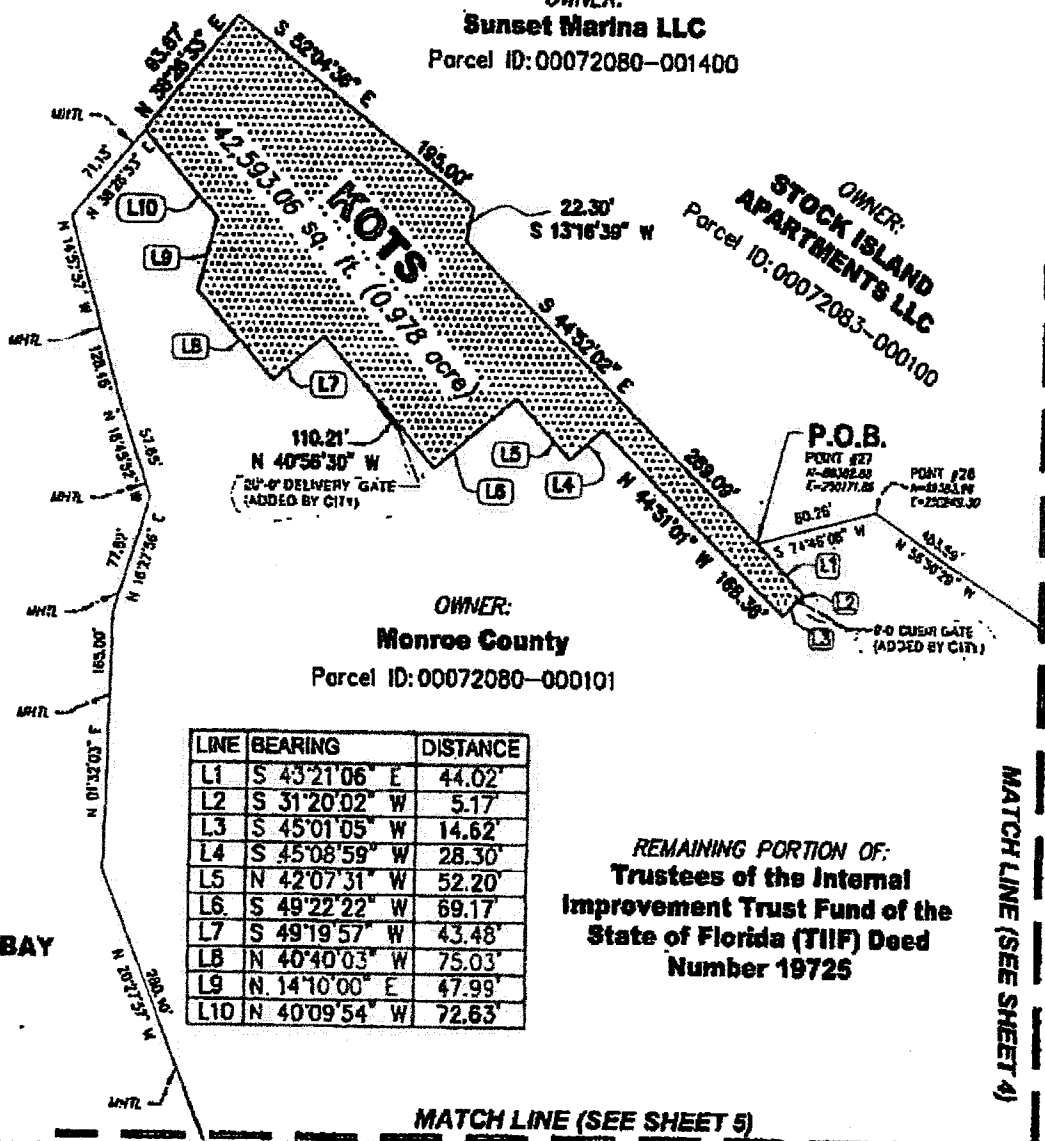


**FLORIDA BAY**

**OWNER:**  
**Sunset Marina LLC**  
 Parcel ID: 00072080-001400

**OWNER:**  
**STOCK ISLAND APARTMENTS LLC**  
 Parcel ID: 00072083-000100

**OWNER:**  
**Monroe County**  
 Parcel ID: 00072080-000101



LINE	BEARING	DISTANCE
L1	S 43°21'06" E	44.02'
L2	S 31°20'02" W	5.17'
L3	S 45°01'05" W	14.62'
L4	S 45°08'59" W	28.30'
L5	N 42°07'31" W	52.20'
L6	S 49°22'22" W	69.17'
L7	S 49°19'57" W	43.48'
L8	N 40°40'03" W	75.03'
L9	N 14°10'00" E	47.99'
L10	N 40°09'54" W	72.63'

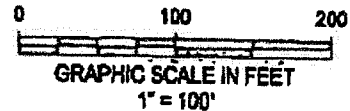
**REVISIONS**




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<b>JOB #:</b>	11227-2
<b>SCALE:</b>	1" = 100'
<b>DATE:</b>	09/04/2019
<b>BY:</b>	K.C.
<b>CHECKED:</b>	K.M.C.-A-T
<b>F.B. N/A PG. N/A</b>	
<b>SHEET:</b>	3 OF 5

**SKETCH & DESCRIPTION**  
**Keys Overnight Temporary Shelter (KOTS)**  
 PORTION OF TIF DEED NUMBER 19725  
 STOCK ISLAND  
 MONROE COUNTY, FLORIDA



**MATCH LINE (SEE SHEET 3)**

**OWNER:**  
**STOCK ISLAND APARTMENTS LLC**  
 Parcel ID: 00072083-000100

**OWNER:**  
**Monroe County**  
 Parcel ID: 00072080-000101

**REMAINING PORTION OF:**  
**Trustees of the Internal**  
**Improvement Trust Fund**  
**of the State of Florida**  
**(TIIF) Deed Number 19725**

**MATCH LINE**  
**(SEE SHEET 5)**

**OWNER:**  
**HENKEL, ROBERT**  
 Parcel ID: 00072080-005014

**SUNSET MARINA ROAD**

**COLLEGE ROAD**  
 (FORMERLY JUNIOR COLLEGE ROAD)

**OWNER:**  
**TIIF**  
 Parcel ID: 00072080-001403

REVISIONS



**AVIROM & ASSOCIATES, INC.**  
**SURVEYING & MAPPING**  
 50 S.W. 2nd AVENUE, SUITE 102  
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<b>JOB#:</b>	<b>11227-2</b>
<b>SCALE:</b>	<b>1" = 100'</b>
<b>DATE:</b>	<b>09/04/2019</b>
<b>BY:</b>	<b>KC</b>
<b>CHECKED:</b>	<b>K.M.C-A-T</b>
<b>F.B.</b>	<b>N/A</b>
<b>PG.</b>	<b>N/A</b>
<b>SHEET:</b>	<b>4 OF 5</b>



# Attachment J

## KEY WEST HOMELESS COALITION

## 2021 PROPOSED BUDGET

		<u>CITY OF KW</u>	
		FY2021	
<b>REVENUES</b>			
	<b>TOTAL REVENUES</b>	\$	680,601
<b>EXPENSES</b>		\$	<b>680,601</b>
	<b>OPERATIONS</b>	\$	680,601
	Audit	\$	4,800
	Cleaning & Maintenance	\$	18,400
	Insurance, Liability	\$	4,000
	Insurance, D&O	\$	1,200
	Office Supplies	\$	1,500
	Accounting Services	\$	5,400
	Phone & Communications	\$	5,014
	Client Expense	\$	39,350
	Rent	\$	-
	Additional Supplies	\$	5,388
	Operations	\$	10,000
	Contingency	\$	2,000
	<b>PERSONNEL</b>		
	Salaries, Wages, Taxes	\$	571,064
	Insurance, Workers Comp.	\$	8,385
	Payroll Service	\$	3,000
	Training	\$	1,000
	Bank Fees/ Intst. Exp.	\$	100
	<b>TOTAL EXPENSES</b>	\$	<b>680,601</b>
	<b>NET INCOME</b>		





## HOMELESS COALITION, INC.

2405 North Roosevelt Blvd., Key West, FL 33040

305-304-0578

[keywesthomelesscoalition@gmail.com](mailto:keywesthomelesscoalition@gmail.com)

### BY LAWS OF KEY WEST HOMELESS COALITION

#### Organization and Purpose:

- 1) The name of the organization shall be Key West Homeless Coalition, Inc.
- 2) The purpose and mission of the organization shall be to help homeless populations with safety, food and shelter – with the hope of providing opportunities to improve health, happiness and security off the streets.
- 3) Since the organization is of a charitable nature, no part of the income or assets of this organization shall inure to the private benefit of any individual. This shall not prohibit payment to individuals including board members for services rendered or assets received.
- 4) This organization shall not intervene in any political campaign or on behalf of any candidate for public office.
- 5) Membership in the organization shall be open to homeless advocates and friends of the organization. Only members of the Board of Directors shall be voting members.

#### Board of Directors:

- 1) The Board of Directors shall determine policies of the organization. It shall manage the affairs and property of the organization receive, invest and disburse funds, as well as hold property for the purposes of the organization.
- 2) Founder/president may act as executive director, appoint paid staff members, fix compensation, prescribe duties and terms of employment.
- 3) Board of Directors shall consist of no fewer than four (4) and no more than ten (10) directors.
- 4) The Board of Directors shall have the power to fill vacancies in its own membership.
- 5) There shall be no term limits for Board members or officers.

(1)

All services provided without regard to the client's race, color, disability, religion, sex or sexual orientation as required by Title VI of the Civil Rights Act.



## HOMELESS COALITION, INC.

2405 North Roosevelt Blvd., Key West, FL 33040

305-304-0578

[keywesthomelesscoalition@gmail.com](mailto:keywesthomelesscoalition@gmail.com)

- 6) Meetings of the board will be held a minimum of annually and maximum monthly at the call of the president.
- 7) A majority of the membership of the Board shall constitute a quorum of any meeting at the Board. A majority is defined as 50% of the members of the Board plus one (1) additional member.
- 8) Board offices shall consist of a president, vice president, secretary and treasurer. Officers shall be elected by the Board for a one (1) year term at the March meeting of the Board.
- 9) The president shall preside at all meetings, both of the membership and of the Board of Directors. The president shall appoint committees and shall have general charge of the affairs of the organization, subject to the authority of the Board.
- 10) The vice-president shall act as president in the absence of the president and shall perform such other duties as may be assigned by the Board.
- 11) The secretary shall keep and maintain the minutes of the Board of Directors and shall perform other duties assigned by the Board.
- 12) The treasurer shall receive and have custody of all funds of the organization and shall deposit funds as indicated by the Board. Disbursement of funds shall be in accordance with the directions of the president and or treasurer, and subject to the signatures thereof. The treasurer shall keep a full account of all funds received and paid out and shall make such reports there of to the president and Board as they may require. The treasurer shall receive and have custody of all deeds, securities, notes, contracts and other financial documents, shall deposit them for safe keeping as the Board shall determine, and shall keep full account thereof. The Board of Directors may require the giving of such bonds, as they shall determine, for the faithful performance of these duties.

(2)

**All services provided without regard to the client's race, color, disability, religion, sex or sexual orientation as required by Title VI of the Civil Rights Act.**



## HOMELESS COALITION, INC.

2405 North Roosevelt Blvd., Key West, FL 33040

305-304-0578

[keywesthomelesscoalition@gmail.com](mailto:keywesthomelesscoalition@gmail.com)

### C Dissolution:

- 1) In the event of the dissolution of the organization, all property and assets of the organization shall be distributed to KWHC to such similar, nonprofit charitable organization or organizations to be selected by the Board of Directors so that business properties and assets of the organization shall be in such event used for and devoted to the purpose of promoting the welfare of homeless populations and in no event shall any of the assets and property of the organization or the proceeds of any such property or assets be distributed to members either for the reimbursement of any sums subscribed, donated or contributed by such members or for any such purpose.



# CITY OF KEY WEST, FLORIDA

## Business Tax Receipt

This Document is a business tax receipt  
Holder must meet all City zoning and use provisions.  
P.O. Box 1409, Key West, Florida 33040 (305) 809-3955

Business Name KEY WEST HOMELESS COALITION INC  
Location Addr 2405 N ROOSEVELT BLVD  
Lic NBR/Class LIC2020- MISCELLANEOUS OTHER SERVICES  
000472  
Issued Date 8/25/2020 **Expiration Date: September 30, 2021**

MISCELLANEOUS OTHER SERVICE

Comments:

Restrictions:

KEY WEST HOMELESS COALITION  
INC  
C/O MARY CASANOVA  
2405 N ROOSEVELT BLVD  
KEY WEST , FL 33040

This document must be prominently displayed.

KEY WEST HOMELESS  
COALITION INC

*Attachment L*



HOMELESS COALITION, INC.

2405 North Roosevelt Blvd., Key West, FL 33040

305-304-0578

[keywesthomelesscoalition@gmail.com](mailto:keywesthomelesscoalition@gmail.com)

## Operations Plan

# KEYS OVERNIGHT TEMPORARY SHELTER (KOTS)

The following operating procedures are to be followed by shelter attendants, intake specialists and all staff at Keys Overnight Temporary Shelter (KOTS).

All services provided without regard to the client's race, color, disability, religion, sex or sexual orientation as required by Title VI of the Civil Rights Act.

## **SHELTER ACTIVITIES**

The Keys Overnight Temporary Shelter (KOTS) is intended to provide essential services to adult homeless individuals. The definition of a homeless individual is:

- (a) one who lacks a fixed regular and adequate nighttime residence meaning: the individual has a nighttime residence that is public or private place that is not meant for human habitation, for example, the mangroves, the beach, in a car, or under a bridge, or
- (b) was living in a publically or privately operated shelter designated to provide temporary living arrangements, for example, Florida Keys Outreach Coalition or Catholic Charities or
- (c) someone who was residing in an institution for 90 days or less and who resided in an emergency shelter not meant for human habitation immediately before entering the institution, for example, was released from detention and had no home before detention.

INDIVIDUALS UNDER 18 YEARS OF AGE should not be admitted to KOTS. Rather they should be referred to the Florida Keys Children's Shelter.

HOMELESS FAMILIES WITH CHILDREN should not be made to KOTS. Rather they should be referred to Samuel's House or Wesley House.

If there are any questions about whether a potential client is homeless or at risk of homelessness, contact operations director David Zamlich (707) 684-6045 or executive director Mary Cassanova (305) 304-0578.

Courtesy should be shown to all people who require services whether they are homeless or not. Efforts should be made to direct people who are not homeless to service providers who may be able to assist them.

## Entry On Duty

- 1) Upon arrival and client shelter attendant shall sign in using electronic timeclock.
- 2) Upon arrival, shelter attendant and intake specialist shall review the entries in the log book maintained in the front area of the administration trailer from their last shift. (The logbook contains information on significant events that during each shift occurred and communications from the operations director. )

Additional instructions on making entries and using the log book will follow.

- 3) The shelter attendant conducting intake should prepare a worksheet that includes the names of those who use KOTS regularly or used KOTS the previous evening.

The worksheet should also allow for an indication of whether the user obtained a sheet and a towel for the night and indicate which rent space was assigned to the user.

## Intake (Timing and Staffing)

There are three shifts.

The first shift begins at 6:00 AM and ends at 3:00 PM. There will be two staff members, one male, one female.

The second shift begins at 3:00 PM and ends at 10:00 PM. There will be five staff members. A minimum of one female is mandatory during any shift.

The third shift begins at 10:00 PM and ends at 6:00 AM. There will be two staff members, one male, one female.

Intake begins at 5:00 PM and ends at 7:00 PM, seven days a week.

## Monitoring Entry

Shelter monitors shall monitor entry of users at KOTS. The shelter attendants shall refuse entry to those prior users that were trespassed for the duration of the trespass. Trespasses are indicated in the logbook and on sheet posted in the intake area and the office of the operations director. Shelter attendants may refuse entry to and/or trespass users who are violent, disruptive or intoxicated. Shelter attendants may insist that users take a breath test to determine their level of intoxication. Shelter attendants may check bags and

personal items for alcohol, drugs, weapons or other items that are forbidden at KOTS.

Forbidden items may be confiscated and the user may be trespassed. Return of the items is at the discretion of the shelter attendant on duty at that time.

## General Intake

Once the shelter attendants allow users to enter users should go to the intake booth and intake shelter attendant should note prior users on the worksheet, whether they acquired a sheet and a towel, and assign them bed spaces. If a user has not been to KOTS previously the intake shelter attendant should get the name and bed space of the new user and should inform the new user that shelter attendant and will contact him or her to complete assessment forms.

Intake shelter attendants also note requests for wake up calls and note the bed number and time. Wake up calls should only be provided for good reasons such as employment.

Shelter attendants should conduct an assessment of new users as early as practical.

There are only two types of bed spaces – reserved and unreserved. Reserved bed spaces are only available to those users who have been assigned spaces by the operations director due to employment, medical problems or other reasons. A list of reserved spaces will be available in the first intake booth. Unreserved spaces will be assigned on a first come first serve basis by the intake shelter attendant. The intake shelter attendant should try to accommodate requests to the extent possible.

## Terminating General Intake

The intake shelter attendant shall direct that the gates be closed and general intake terminated when the number of users reaches 120.

## Intake Under Special Circumstances

After general intake is terminated the intake shelter attendant shall admit users in the following circumstances:

- 1) release from the detention center with papers
- 2) release from a hospital with papers



- 3) request from the Key West Police Department
- 4) arrival in Key West by Greyhound bus with papers
- 5) verified employment
- 6) permission of the operations director

Intake under special circumstances should be reported to on a KOTS incident report and should be recorded in the log. The incident report should be placed on the desk of the operations director.

### HMIS Data

Shelter attendants will enter information from the intake worksheets as promptly as possible into the HMIS database.

### Assessment

A shelter attendant will initiate the assessment of each new user by requiring the user to complete the individual intake form in its entirety.

The client intake form follows each input sequence for the HMIS. as provided by Pathways. It is expected that Monroe County Continuum of Care (CoC) will adopt a coordinated assessment system in the future. When adopted, KOTS will use the common intake form and refer clients through the system to housing providers, mainstreaming benefits such as employment, medical and mental health providers, and ACCESS.

- 1) Determine if the user has special needs such as interpretation or auxiliary aids or services for the deaf or hard of hearing. Note such needs on the appropriate forms in the file of the client.
- 2) The information on the user intake form should be entered into HMIS no later than 24 hours after intake.
- 3) Verify from the user intake form and the user that he or she meets the appropriate definition of homelessness.

The shelter attendant should inform the user that he or she will be contacted by an intake specialist during this stay or future stays to ascertain the needs of the user and to develop a plan to obtain permanent housing for the user.

The shelter attendant should also provide the user with a copy of because rules and explained rules to the user. The user should sign a copy for the files.

A paper file should be created to hold the paper intake form, the authorization form, the rules, and other documents created while the person uses KOTS.

The paper file should be transmitted to the intake specialists for them to process users.

### Post Intake Responsibilities

Lights out is at 9:30 PM.

After lights out shelter attendant should enter HMID data and start laundry and clean up.

Shelter attendant should note returned linens.

### Outtake

1) Shelter attendant should collect the remaining linens and note the return on the sign in log.

2) Shelter attendant should supervise KOTS users in cleaning KOTS and doing laundry.

3) Shelter attendants should crosscheck the sign-in sheets with the HMIS lists for accuracy.

4q) Shelter attendants should prepare clients for intake.

### Conduct of staff and general responsibilities

All users will be treated with kindness, empathy and respect at all times by shelter attendants and other users.

Staff shall not discriminate in the treatment of users or other staff on the basis of race, color, religion, sex or national origin, disability, age, marital status or sexual orientation.

Staff shall immediately report any knowledge or reasonable suspicion of abuse or neglect or exploitation of the aged or disabled to the operations director.

### Trespass

Users must follow the rules listed on the document signed at the first intake or posted at KOTS. Also, users must obey instructions of the shelter attendants. Violence to staff or

others is not permissible. Failure to follow the rules shall be reported on. Failure to follow the rules may result in being trespassed -- the prohibition of entry into KOTS. The following are examples of actions that warranted trespass and minimum periods of trespass for those actions. Operations director may increase or decrease the duration of trespass when equity demands it.

Actions that check to trespass:

Alcohol, possession. Duration of trespass -- first offense is two weeks. Subsequent offenses one month.

Alcohol lack of sobriety. Sobriety test at .16% is twice the legal limit. Duration of trespass: until sober.

Alcohol: refusal of to take a sobriety test. Duration of trespass: two weeks

Drugs illegal possession. First offense: two weeks, second offense: one month, third offense: permanent and notify the Sheriff.

Food or drink in the sleeping area. Duration of trespass -- first offense one week cleaning toilets. Second offense two weeks. Third offense one month.

Stealing with a witness and 100% certainty. Duration of trespass -- permanent.

Urination in non-designated areas. First offense one week cleaning toilets. Second offense two weeks. Third offense one month.

Threatening staff with physical or serious verbal abuse. Duration of trespass: permanent.

Threats verbal to staff or users. Duration of trespass: permanent

Violent behavior where the Sheriff is called. One week for a minor offense. Two weeks for a major offense. Permanent trespass when endangerment to user or staff.

Violent behavior where the Sheriff is not called. Trespass the aggressor one week.

Unauthorized presence on KOTS property. First offense two weeks, second offense one month, third offense permanent.

Trespasses should be noted in the log and a KOTS incident report should be completed.

The operations director should notify the Key West Police Department and Monroe County Sheriff's Department of permanent trespasses.

## Interventions by others

In the case of violent behavior, medical emergencies, or other emergencies, shelter attendants should contact emergency services for the Sheriff, the emergency medical service, or others to intervene.

These intervention should be reported on the caught incident report. And in the log.

## Case Management

### Initial Case Management

Case managers should conduct an interview with the user as soon as practical after intake to determine what the user needs to obtain permanent housing. Housing needs may vary widely. Some may need supportive living facilities, some may need treatment centers, and others may need assistance finding affordable housing. To obtain and maintain a form of housing, users may need other services such as medical or mental health services, assistance in obtaining documentation to obtain jobs, or assistance in finding a job.

- 1) Case manager should try to understand why the user is homeless. Ask the client what services he or she believes they need.
- 2) Based on the history and the request for services, the case manager should recommend a plan for obtaining the services the user needs to obtain effective housing.
- 3) The interview and creation of the plan should be noted in the HMIS system.
- 4) As part of the initial interview, the case manager should also determine if the client may be eligible for disability using the client intake and other information provided by the client. If the client may be eligible, referred the client to the case manager who specializes in obtaining disability benefits the will follow standard operating procedure.
- 5) Case managers should also determine if the food stamp program is available through access is appropriate.
- 6) The case manager and users should begin executing the plan.

## Abuse or Neglect

Case managers shall immediately report any knowledge or reasonable suspicion of abuse, neglect, or exploitation of an aged or disabled person the operations director the director,

in turn, should report the abuse to the Florida abuse hotline as for required by Florida law. One – 800 – 96ABUSE.

### Single case manager

The original case manager should to the extent possible continue to work with the user while he or she is at KOTS.

### Confidentiality

Case managers may receive health information from clients or other institutions when attempting to assist clients. Health information is any information whether oral or recorded in any form relating to the past, present or future physical or mental health or condition of an individual, the provision of health care to an individual, for the past present or future payment for the provision of healthcare to an individual.

Help information should not be used or disclosed except as authorized by the client.

### Special services

The following vendors may be able to supply special services needed by clients. Please contact the operations manager to make arrangements for the services.

1) Birnbaum interpreting services: video remote interpreting VRI, videoconferencing on the Internet to enable deaf, hard of hearing, or hearing individuals in the same room via a live remote interpreter.

2) Pacific interpreters: language interpretation and translation including sign language – audio video and document services.

### Discharge

Discharge clients when the clients transferred to another service provider, relocated, or if they obtain housing and no longer need case management.

The discharge should be noted in the HMIS system.

The reason for discharge is listed in HMIS, i.e., stable housing, relocated, non-compliant, etc.

If there has been no contact with a client for 30 days, the case manager should discharge the client and note the discharge in the HMIS unless there is a good reason not to discharge the client. In which case, the reason should be noted in the HMIS system.

Once discharged the clients paper file will be moved to the discharge files section.

Discharge files must be retained for at least five years after the date of discharge unless required by law to be retained for a longer period.

All files should be shredded after the passage of the retention period.

## Services

### (1) Local identification cards from the Department of Motor Vehicles

The case manager can assist clients in obtaining identification cards but the cards cannot be obtained immediately.

The process is the same for a client who is from out-of-state as it is for a Florida resident without a gold star on his or her identification, which means that the client has provided the necessary documentation.

The client will need the following

#### 1) An original birth certificate with a raised seal (no copies)

Note: Case manager may assist clients in obtaining birth certificate

#### 2) A Social Security card or release form

#### 3) Two forms verifying residence or a verification of homelessness and residency at the shelter or housing facility

Note: A form verifying residence could be a utility bill, bank statement, or letter from a government office. The case manager can verify the homelessness of those clients using KOTS by completing a standard form

Note: Identification cards are free if the application includes a homelessness verification letter. The case manager does not pay for identification cards for those who do not have a verification letter.

#### 4) Actions should be noted in the HMIS system.

## Drivers licenses from the Department of Motor Vehicles

- 1) Clients need the same documentation as they do for identification cards
- 2) The case manager does not have to pay for drivers licenses unless the license is absolutely required for a confirmed and verified job in Key West, for example, cabdrive.
- 3) Action should be noted in the HMIS

## Mail

Users may use it Key West Homeless Coalition P.O. box address as a temporary address for receiving mail from the US Post Office.

Clients should be advised that they are responsible for routinely checking to see if they have mail. The case manager will only retain client mail for 30 days. It will be returned to sender after 30 days from pickup at the post office.

Clients should be advised that they are responsible for completing the appropriate change of address procedures if they obtain housing.

Clients should be advised that they are not permitted to ask staff of the U.S. Postal Service to retrieve mail from the PO Box.

Granting permission to a client to use the KWHC address should be noted in the HMIS system. Individual pickups mail need not be noted.

## Local bus passes

The case manager may supply a local bus passes for the elderly and disabled, legitimate job-related activities, and medical or legal appointments.

For example, the case manager may not supply local bus passes merely because a client does not feel like walking. On the other hand, the case manager should supply a pass if the client's feet are swollen and bleeding.

Case managers should write costs and the date of issue on the back of the ticket.

Action should be noted in the HMIS system.

## Clothing

Clothing is usually available from several sources.

The Salvation Army will provide homeless clients with clothing without payment and without referral. A referral is needed, however, if the client wants clothing for employment or educational activities. There is a sample referral letter in the files that must accompany the client seeking special clothing.

St. Peters Episcopal Church also provides clothing. Clients may be referred to St. Peter's by writing St. Peter's, the client's name, and the date on the back of the case manager's business card.

Action should be noted in the HMIS system

## Telephone

users may use a KWHC telephone for business related calls.

Users may use KWHC phone to contact other service providers. If the user wishes to schedule an appointment with a service provider, case managers should volunteer to place the call because initial contact by the case manager may expedite services.

Action should be noted in the HMIS system.

## Housing and other shelter requirements

- 1) A client can go directly to the Keys Overnight Temporary Shelter with no referral.
- 2) A comprehensive list of housing providers is available through the CoC. Contact with these other providers must usually be made by the case manager. Usually the case manager must call and set an appointment for the client to be screened. The following examples are provided:
  - 2a) For the men's program at ask FKOC, the case manager must call ahead and make arrangements for intake.
  - 2b) for the women's program at ask FKOC, the case manager must complete a referral form found in the files and fax it to ask FKOC before they will make an appointment.
  - 2c) Samuel's House will screen the client in a telephone call set up by the case manager.
- 3) For clients who do not have savings but have income, assistance is available for acquiring first and last month's rent to submit at the beginning of their lease.
- 4) All action should be noted in the HMIS system.



## Hygiene and first aid supplies

Limited supplies of hygiene and first aid supplies may be available at costs and may be distributed to clients.

Routine distributions to users do not have to be noted in the HMIS system.

## Birth certificates

Determine where the client was born, state, city, hospital. Go online and find the department of vital records for that location. Normally, each department has a form for requesting birth certificates. Some of these forms are in the files, but normally a copy may be found on the department's website.

For those born in Florida, the forms are available from the Monroe County Health Department in the Gato building. The fee for a Florida birth certificate is \$16 and may be paid with a credit card.

Request a current state issued photographic identification from the client as most states will request one. Make a copy for inclusion in the application for a birth certificate.

Ask what other identification may be available, for example, expired identifications or mug shots.

Call the vital records office and asked if the identification you have is acceptable or if there are other forms of identification that are acceptable. Usually, the staff of the vital records office is helpful.

Get the client to sign the request for a birth certificate when the client requests it. Otherwise the client may not return promptly and the request will be delayed.

Once the request form is complete and signed by the client and the required forms of identification are compiled, request a check from the Treasurer, Eileen Quinn, by e-mail. The e-mail should include the name of the vital records office, its address, the amount of the fee for the birth certificate, and the client name.

When the Treasurer forwards the check, forward the request, forms of identification, check, and a self-addressed, stamped envelope to the vital records office. The address on the self-addressed stamped envelope should be the Key West Homeless Coalition address, not the client's address, so the issuance of the birth certificate can be tracked.

Always ask the staff member in the vital records office about the time frame for processing the request. Inform the client of the expected date of receipt of the birth certificate.

Do not use the online service called by to check except when there are extraordinary reasons for obtaining the birth certificate immediately. While they will provide a birth certificate and charge a credit card directly, the fees are prohibitive. Obtaining certificates from the vital records office is usually less expensive and more flexible.

All action should be noted in HMIS system.

## Disability benefits

All requests for Social Security disability benefits will be referred to a designated case manager.

The case manager shall make the initial determination of whether the client is likely to be eligible for benefits. Using procedures outlined in the training manual entitled Stepping Stones to Recovery by Perret and Dennes and published by the US Department of Health and human services.

Case manager should keep clients informed about each step of the process

Case manager should coordinate with the local office of the Social Security Administration headed by Ms. Carmen Turner.

SSI and SSDI benefits are paid electronically into accounts into financial institutions. If successful in obtaining benefits, the client will not receive a check. If the client does not have an account, the case manager should help the client obtain one at a local institution.

During the application process, the case manager should assess the clients housing needs and identify possibilities for obtaining more suitable housing if benefits are received.

Prescription assistance

Publix has a program that provides certain medications free if the requester has a prescription. Information on the program may be found at <http://www.Publix.com/pharmacy/free>

Lisinopril. An AC inhibitor, lisinopril is used to prevent treat or improve symptoms of high blood pressure. A client might obtain a 30 day supply of this prescription free at a Publix pharmacy.

Antibiotics: Free items include a 14 day supply of the following generic oral antibiotics free: amoxicillin, ampicillin, cephalexin, sulfamethoxazole, ciprofloxacin, penicillin.

Metformin: As part of the Publix pharmacy diabetes management system, a person can get up to a 30 day supply free.

## Administration

### Mail

The operations director has a key to the PO Box.

The operations director or the designee will collect the mail regularly and distribute to the executive director, treasurer and case manager.

Mail for cots user shall be date stamped and filed in an accordion file alphabetically for pickup by clients.

Case manager should regularly inventory postal supplies and provide operations director and list of needed items before supplies are depleted.

### Keys

Staff members working at costs shall be issued a gate key and office key. Lost keys should be reported to the operations director.

Locks should be changed if an employee with keys leaves under adverse circumstances or if it appears that a key has been compromised.

Keys to other parts of the facility are located in the front office of the administrative trailer for use by staff. If the key is lost it should be noted in the log.

### Computers and Internet

Staff should not bring personal computers to unless permission is granted from operations director or executive director.

Smart phones and handheld devices should only be used for telephone calls during working hours

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KWHC computers should only be used for shall who business, for , accessing HMIS and research for user needs. In no event should KWHC computers be used for playing games, watching videos, listening to music, etc.

## Emergency Plan

During an emergency costs may be closed. The following procedures will be undertaken to close and reopen costs

### Pre-emergency

- 1) Close KOTS.
- 2) Encourage users to visit emergency shelters.
- 3) Direct staff to remove the mats, trash containers and outdoor furniture.
- 4) Remove awnings move portable equipment, paper, records, linens and supplies to the storage area .
- 5) Request that staff who are able to work with pay a temporary shelters and assist with evacuations.
- 6) Remove the master key depository and the login procedures book to a safe place.
- 7) Remove the computer equipment necessary to determine time and attendance to cut checks and to enter activities in the HMIS system and deliver it to the directors or the treasurer as appropriate.
- 8) Disconnect other electrical equipment in sure all doors cabinets etc.
- 9) The main gated KOTS should be locked

### During Emergency

In the event Monroe County Emergency Management Department activates in County shelters, KWHC staff will ask available provide assistance to the shelter managers with monitoring of the homeless clients population. Establish temporary offices for the duration of the hurricane until costs is reopened.

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### Post-Emergency

Determine if KOTS is habitable. If not they should work with city manager to repair or replace the facilities. Alternatively, they should work the city manager to find alternate sites.

Assign employees to perform emergency services as appropriate. Director and treasurer should resume operations to the extent possible at temporary locations.

When an alternate site is available direct staff to return the awnings, outdoor furniture, trash containers and mat,s and move portable equipment, pape, records, linens and supplies back.

Reopen KOTS.

Notify KWHC president, the city manager, and under other entities that KOTS has reopened. Staff may be asked to assist at emergency shelters or with evacuations, with pay.

### Off Site Sheltering

Off-site sheltering will be considered in the event of a hurricane.

If clients are to be moved, we will coordinate with County Sheriff's to arrange transport.

Or, if time permits, make arrangements with shelter in Miami. We will be closely coordinating our evacuation with County emergency resources. Liaison to be started immediately with KWHC board of directors to prevent cross communication.



# Attachment N

## Three Year Management Plan

### **Business Approach:**

Research shows it is more cost effective to prevent homelessness rather than addressing issues after someone is already homeless. But many clients are not capable of achieving this transition, and many do not want it.

KWHC "Off the Streets" program creator Ron Bamfield will be primary contact person working with clients who pre-qualify for rental assistance loans meeting our criteria. The client has to be working a minimum of six months working a minimum of 40 hours a week. No drug or alcohol problems. "It's not a handout, it's a loan." Ron says. "There are no free rides here. People don't value what they don't pay for. We're not giving them money. We're making a loan. They have to sign a contract. And they have to pay us back." Case Management is key. Ron will be Case Manager for his clients as well as mentor and banking institution. "I'll stop by every two weeks on payday. Payday's the day. I'll see what they're doing and make sure they pay the program back. This program has to pay for itself, so we can put the money they pay us back so it can help somebody else."

**During our first year** we will use relationships with CoC member agencies as well as make new connections with new partners. Add to this the heart and hard work of KWHC team members. We will do everything in our power to connect clients who have the potential to transition into housing to take that big step up.

Importantly, we will aggressively pursue grants to support, expand and enhance our program. Our executive director is a professional writer with the experience and success rate necessary to obtain funding through grants.

**During years two and three,** we will build on the foundation we create in year one. We are always ready to write new grants, form new partnerships and create new relationships to garner additional opportunities.

## **Financial Approach:**

**During years one, two and three,** to protect our financial assets, Key West Homeless Coalition will do the following:

- 1) We will utilize QuickBooks accounting software to record the financial activity of the KOTS management.
- 2) We will import the financial budget so comparisons can be made between actual activities to budgeted amounts on a monthly basis.
- 3) We will also work with our CPA to implement a system of internal controls.

Internal controls refers to all the policies and processes used by management to safeguard the assets of an organization from loss and to ensure reliability as well as the integrity of the financial information provided by the accounting department. In addition, internal controls work towards ensuring that the management is in possession of accurate, complete, and timely financial information so as to monitor the progress and enhance the business decision-making process.

One effective method used for internal controls is the separation of duties. E. G. the person reconciling the checkbook does not sign checks as well as checks written over a certain dollar amount will require a second signature. Another example would be that treasurer reports are provided to the board of directors on a monthly basis for review and discussion.

There are other effective methods that we will utilize to enhance the system of internal controls.

- 4) We will also be working closely with our CPA to ensure that we remain in complete compliance with tax rules and other federal, state, and city regulations, as well as grant compliance.
- 5) Additionally, each year, our financial statements will be audited by an independent CPA.



## **Facility Approach**

In 2019, 61 homeless people died on the streets and mangroves in Monroe County. One major goal and result of our three-year plan will be to reduce that number significantly each year, track closely the cause of death using available resources, and address any causes that we can improve. Helping toward this goal will be an upgraded facility approach. Our facility approach goal for year one is to save homeless lives due to the provision of a cleaner, safer more restful shelter. Shelter operations will improve under our management, focusing on providing a safer environment, free of drugs, alcohol and other contraband. We will continue to make many physical improvements in the efficiency and cleanliness of the shelter. We will perform weekly inspections in a team comprised of site supervisor, one staff member, and one long-term client. Our team will record and track any problems with facility in equipment and plumbing. Operations director will perform inspections monthly with one trade volunteer --either plumbing, electrical or AC; this will ensure timely repair which in turn saves money. Repairs made early always cost less. We also have a commitment from the individual who services all Sears electrical equipment sold in the store. He will fix anything we ask him free of charge. All certified within their trades and all volunteers. These are all cost-saving efforts and an effective use of volunteers. This will also help demystify homeless clients to the public.

### **Finally...Our dream wish for our clients, in order of priority:**

- 1) A new full service 24 hour shelter
- 2) In shelter:
  - (a) Executive director office
  - (b) Intake specialist offices (meet with clients)
  - (c) Full service cafeteria (warming trays, steel trays, glasses, water)
  - (d) Full service treatment room for either doctor or nurse volunteers
  - (e) A secure storage room with vermin control, heat source to kill vermin, and a surgical light to kill bacteria and virus on a control timer for client belongings with lockable wall lockers for full client population. With locks to be issued at the gate upon signing just like the YMCA/YWCA.

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- (f) A room to be used for both men and women for haircuts
- (g) A laundry room
- (h) A conference room for meetings
- (i) A full-service library with Wi-Fi outside of the shelter
- (j) Full access to inside of the shelter on well lit plush green pathways, handicap accessible
- (k) Covered awnings and picnic tables for full client population with outside water source
- (l) A walking running Greenway track for thinking/contemplation
- (m) Local art on the exterior of the building with water detail – a fountain or some kind of pool/ rock wall.

We can do it! We can do it better! We can do it with dignity and financial transparency. Choose us!