

## **RESPONDENTS MUST COMPLETE THE FOLLOWING**

RESPONDENT CONTRACTORS ARE CAUTIONED THAT THE POLICY OF THE PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS IS TO ACCEPT THE LOWEST RESPONSIVE AND RESPONSIBLE SUBMITTAL RECEIVED MEETING SPECIFICATIONS. NO CHANGES REQUESTED BY A CONTRACTOR DUE TO AN ERROR IN PRICING WILL BE CONSIDERED AFTER THE SOLICITATION OPENING DATE AS ADVERTISED. BY SIGNING THIS SUBMITTAL FORM, CONTRACTORS ARE ATTESTING TO THEIR AWARENESS OF THIS POLICY AND ARE AGREEING TO ALL OTHER SOLICITATION TERMS AND CONDITIONS, INCLUDING ANY INSURANCE REQUIREMENTS CONTAINED HEREIN.

CONTRACTOR NAME: Family Endeavors, Inc. (As shown on W-9)

DBA: Endeavors (If applicable)

MAILING ADDRESS: 6363 De Zavala Rd (As shown on W-9)

CITY / STATE / ZIP: San Antonio, TX 78249 (As shown on W-9)

VENDOR EMAIL: cfulghum.dev@endeavors.org (Primary Company Email Address)

REMIT TO NAME: Chip Fulghum (As Shown on Vendor Invoice)

FEIN#: 23-7223078 (As shown on W-9)

PAYMENT TERMS:      %      DAYS, NET 45 (PER F.S. 218.73)

DEPOSIT, IF REQUIRED, IS ATTACHED IN THE AMOUNT OF \$                     

Proper Corporate Identity is needed when you submit your quote, especially how your firm is registered with the Florida Division of Corporations. Please visit [dos.myflorida.com/sunbiz/](http://dos.myflorida.com/sunbiz/) for this information. It is essential to return a copy of your W-9 with your quote. Thank you.

### **VENDOR CONTACT INFORMATION**


CONTACT NAME: Chip Fulghum

PHONE NUMBER: 210-431-6466

FAX NUMBER: 210-431-6470

EMAIL ADDRESS: cfulghum.dev@endeavors.org

THE CONTRACTOR HEREBY SUBMITS AN IRREVOCABLE OFFER IN RESPONSE TO THIS SOLICITATION, SUBJECT TO ALL STANDARD AND SPECIAL TERMS AND CONDITIONS REFERENCED THEREIN WITHOUT EXCEPTION, AND AGREES TO ABIDE BY ALL CONDITIONS OF THIS SOLICITATION, INCLUDING ALL INSURANCE REQUIREMENTS. BY SIGNING, BELOW, I CERTIFY THAT I AM AUTHORIZED TO SIGN THIS SOLICITATION FOR THE CONTRACTOR.

AUTHORIZED SIGNATURE: 

PRINT NAME: Chip Fulghum

TITLE: President & COO

SEE PRICING PROPOSAL SECTION FOR PRICING SUMMARY

THIS FORM MUST BE RETURNED WITH YOUR RESPONSE

## **CONTRACTOR REFERENCES**

THE FOLLOWING INFORMATION IS REQUIRED IN ORDER THAT YOUR PROPOSAL MAY BE REVIEWED AND PROPERLY EVALUATED.

COMPANY NAME: Family Endeavors, Inc., dba Endeavors

LENGTH OF TIME COMPANY HAS BEEN IN BUSINESS: Since 1969; 54 years

BUSINESS ADDRESS: 6363 De Zavala Rd, San Antonio, TX 78249

HOW LONG IN PRESENT LOCATION: Since 2016; 7 years

TELEPHONE NUMBER: 210-431-6466

FAX NUMBER: 210-431-6470

TOTAL NUMBER OF CURRENT EMPLOYEES: 2238 FULL TIME 19 PART TIME

NUMBER OF EMPLOYEES YOU PLAN TO USE TO SERVICE THIS CONTRACT: 550

All references will be contacted by a County Designee via email, fax or phone call to obtain answers to questions, as applicable before an evaluation decision is made.

Respondents must have experience in work of the same or similar nature, and must provide references that will satisfy the County. Proposer must furnish a reference list of at least four (4) customers for whom they have performed similar services.

EITHER LOCAL COMMERCIAL OR GOVERNMENTAL REFERENCE(S) (PINELLAS COUNTY GOVERNMENT REFERENCES WILL NOT BE ACCEPTED) THAT YOU HAVE PREVIOUSLY PERFORMED SIMILAR CONTRACT SERVICES FOR:

1.	2.
COMPANY: City of Dallas Office of Homeless Solutions Outreach	COMPANY: City of El Paso
ADDRESS: 1500 Marilla St., Room 6BN, Dallas, TX 75201	ADDRESS: 300 N. Campbell, El Paso, TX 79901
TELEPHONE/FAX: 469-873-6771	TELEPHONE/FAX: 915-240-3301
CONTACT: Lisa Rand, Manager	CONTACT: Chief Antonio Muro, Assistant Emergency Management Coordinator / Battalion Chief
CONTACT EMAIL: lisa.rand@dallas.gov	CONTACT EMAIL: muroax@elpasotexas.gov
COMPANY EMAIL ADDRESS: infoOHS@dallascityhall.com	COMPANY EMAIL ADDRESS:
3.	4.
COMPANY: City of Dallas Office of Emergency Management	COMPANY: U.S. Health and Human Services Office of Refugee Resettlement
ADDRESS: 1500 Marilla St., Dallas, TX 75201	ADDRESS: 330 C Street, S.W., Washington, D.C. 20201
TELEPHONE/FAX: P: 214-670-4275 F: 214-670-4677	TELEPHONE/FAX: Desk: 202-545-4873; GFE Mobile: 202-961-5448
CONTACT: Rocky Vaz, Director	CONTACT: Gilbert (Tony) Canales, Contracting Officer Representative
CONTACT EMAIL: rocky.vaz@dallascityhall.com	CONTACT EMAIL: gilbert.canales@acf.hhs.gov
COMPANY EMAIL ADDRESS: OEMdepartment@dallas.gov	COMPANY EMAIL ADDRESS:

## **ELECTRONIC PAYMENT (EPAYABLES)**

The Board of County Commissioners (County) is offering faster payments. The County would prefer to make payment using credit card through the ePayables system.

Would your company accept to participate in the ePayables credit card program?

Yes \_\_\_\_\_ No X

For more information about ePayables credit card program please visit Purchasing Department website

<https://pinellas.gov/epayables-2/>

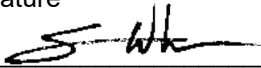
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Company Name

Family Endeavors, Inc., dba Endeavors

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Signature



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Printed Signature

Steve Lefever, CFO

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Phone Number

210-431-6466

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Email

slefever@endeavors.org

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## **E-VERIFY AFFIDAVIT**

I hereby certify that Family Endeavors, Inc., dba Endeavors [insert contractor company name] does not employ, contract with, or subcontract with an unauthorized alien, and is otherwise in full compliance with Section 448.095, Florida Statutes.

All employees hired on or after January 1, 2021 have had their work authorization status verified through the E-Verify system.

A true and correct copy of Family Endeavors, Inc., dba Endeavors [insert contractor company name] proof of registration in the E-Verify system is attached to this Affidavit.

Signature: Charles Fulghum

Print Name: CHARLES FULGHUM

Date: 4/4/2023

Federal Work Authorization User Identification No.: 914489

Emergency Management Shelter Staff and Clinical / Behavioral Health Staff

Name of Pinellas County Contract and Contract No.: Support Services Solicitation 23-0509-RFP

STATE OF FLORIDA COUNTY OF SEMINOLE

The foregoing instrument was acknowledged before me by means of 1) physical presence ☒ or 2) online notarization ☐ this 4<sup>th</sup> DAY OF APRIL 2023 (date) by CHARLES FULGHUM (name of officer or agent, title of officer or agent) of ENDEAVORS (name of contractor company acknowledging), a C.O.O. (state or place of incorporation) corporation, on behalf of the corporation.

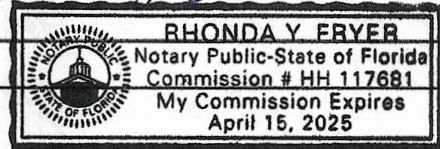
He/she is personally known to me or has produced TX-DL 11329104 (type of identification) as identification.

[Notary Seal]

Notary Public: Rhonda Y. Fryer

Name typed, printed, or stamped: RHONDA Y FRYER

My Commission Expires: April 15, 2025



**THE E-VERIFY  
MEMORANDUM OF UNDERSTANDING  
FOR E-VERIFY EMPLOYER AGENTS**

**ARTICLE I  
PURPOSE AND AUTHORITY**

The parties to this agreement are the Department of Homeland Security (DHS) and Endeavors, Inc. (E-Verify Employer Agent). The purpose of this agreement is to set forth terms and conditions which the E-Verify Employer Agent will follow while participating in E-Verify.

E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of Form I-9, Employment Eligibility Verification (Form I-9). This Memorandum of Understanding (MOU) explains certain features of the E-Verify program and describes specific responsibilities of the E-Verify Employer Agent, the Employer, DHS, and the Social Security Administration (SSA).

The Employer is not a party to this MOU; however, this MOU contains a section titled Responsibilities of the Employer. This section is provided to inform E-Verify Employer Agents acting on behalf of the Employer of the responsibilities and obligations their clients are required to meet. The Employer is bound by these responsibilities through signing a separate MOU during their enrollment as a client of the E-Verify Employer Agent. The E-Verify program requires an initial agreement between DHS and the E-Verify Employer Agent as part of the enrollment process. After agreeing to the MOU as set forth herein, completing the tutorial, and obtaining access to E-Verify as an E-Verify Employer Agent, the E-Verify Employer Agent will be given an opportunity to add a client once logged into E-Verify. All parties, including the Employer, will then be required to sign and submit a separate MOU to E-Verify. The responsibilities of the parties remain the same in each MOU.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note). The Federal Acquisition Regulation (FAR) Subpart 22.18, "Employment Eligibility Verification" and Executive Order 12989, as amended, provide authority for Federal contractors and subcontractors (Federal contractor) to use E-Verify to verify the employment eligibility of certain employees working on Federal contracts.

**ARTICLE II  
RESPONSIBILITIES**

**A. RESPONSIBILITIES OF E-VERIFY EMPLOYER AGENT**

1. The E-Verify Employer Agent agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the E-Verify Employer Agent representatives who will be accessing

information under E-Verify and shall update them as needed to keep them current.

2. The E-Verify Employer Agent agrees to become familiar with and comply with the E-Verify User Manual and provide a copy of the most current version of the E-Verify User Manual to the Employer so that the Employer can become familiar with and comply with E-Verify policy and procedures. The E-Verify Employer Agent agrees to obtain a revised E-Verify User Manual as it becomes available and to provide a copy of the revised version to the Employer no later than 30 days after the manual becomes available.
3. The E-Verify Employer Agent agrees that any person accessing E-Verify on its behalf is trained on the most recent E-Verify policy and procedures.
4. The E-Verify Employer Agent agrees that any E-Verify Employer Agent Representative who will perform employment verification cases will complete the E-Verify Tutorial before that individual initiates any cases.
  - a. The E-Verify Employer Agent agrees that all E-Verify Employer Agent representatives will take the refresher tutorials initiated by the E-Verify program as a condition of continued use of E-Verify, including any tutorials for Federal contractors, if any of the Employers represented by the E-Verify Employer Agent is a Federal contractor.
  - b. Failure to complete a refresher tutorial will prevent the E-Verify Employer Agent and Employer from continued use of E-Verify.
5. The E-Verify Employer Agent agrees to grant E-Verify access only to current employees who need E-Verify access. The E-Verify Employer Agent must promptly terminate an employee's E-Verify access if the employee is separated from the company or no longer needs access to E-Verify.
6. The E-Verify Employer Agent agrees to obtain the necessary equipment to use E-Verify as required by the E-Verify rules and regulations as modified from time to time.
7. The E-Verify Employer Agent agrees to, consistent with applicable laws, regulations, and policies, commit sufficient personnel and resources to meet the requirements of this MOU.
8. The E-Verify Employer Agent agrees to provide its clients with training on E-Verify processes, policies, and procedures. The E-Verify Employer Agent also agrees to provide its clients with ongoing E-Verify training as needed. E-Verify is not responsible for providing training to clients of E-Verify Employer Agents.
9. The E-Verify Employer Agent agrees to provide the Employer with the notices described in Article II.B.1 below.
10. The E-Verify Employer Agent agrees to create E-Verify cases for the Employer it represents in accordance with the E-Verify Manual, the E-Verify Web-Based Tutorial and all other published E-Verify rules and procedures. The E-Verify Employer Agent will create E-Verify cases using information provided by the Employer and will immediately communicate the response back to the Employer. If E-Verify is temporarily unavailable, the three-day time period will be extended until it is again operational in order to accommodate the E-Verify Employer Agent's attempting, in good faith, to



make inquiries on behalf of the Employer during the period of unavailability.

11. When the E-Verify Employer Agent receives notice from a client company that it has received a contract with the FAR clause, then the E-Verify Employer Agent must update the company's E-Verify profile within 30 days of the contract award date.

12. If data is transmitted between the E-Verify Employer Agent and its client, then the E-Verify Employer Agent agrees to protect personally identifiable information during transmission to and from the E-Verify Employer Agent.

13. The E-Verify Employer Agent agrees to notify DHS immediately in the event of a breach of personal information. Breaches are defined as loss of control or unauthorized access to E-Verify personal data. All suspected or confirmed breaches should be reported by calling 1-888-464-4218 or via email at E-Verify@dhs.gov. Please use "Privacy Incident – Password" in the subject line of your email when sending a breach report to E-Verify.

14. The E-Verify Employer Agent agrees to fully cooperate with DHS and SSA in their compliance monitoring and evaluation of E-Verify, including permitting DHS, SSA, their contractors and other agents, upon reasonable notice, to review Forms I-9, employment records, and all records pertaining to the E-Verify Employer Agent's use of E-Verify, and to interview it and its employees regarding the use of E-Verify, and to respond in a timely and accurate manner to DHS requests for information relating to their participation in E-Verify.

15. The E-Verify Employer Agent shall not make any false or unauthorized claims or references about its participation in E-Verify on its website, in advertising materials, or other media. The E-Verify Employer Agent shall not describe its services as federally-approved, federally-certified, or federally-recognized, or use language with a similar intent on its website or other materials provided to the public. Entering into this MOU does not mean that E-Verify endorses or authorizes your E-Verify Employer Agent services and any claim to that effect is false.

16. The E-Verify Employer Agent shall not state in its website or other public documents that any language used therein has been provided or approved by DHS, USCIS or the Verification Division, without first obtaining the prior written consent of DHS.

17. The E-Verify Employer Agent agrees that E-Verify trademarks and logos may be used only under license by DHS/USCIS (see M-795 (Web)) and, other than pursuant to the specific terms of such license, may not be used in any manner that might imply that the E-Verify Employer Agent's services, products, websites, or publications are sponsored by, endorsed by, licensed by, or affiliated with DHS, USCIS, or E-Verify.

18. The E-Verify Employer Agent understands that if it uses E-Verify procedures for any purpose other than as authorized by this MOU, the E-Verify Employer Agent may be subject to appropriate legal action and termination of its participation in E-Verify according to this MOU.

## **B. RESPONSIBILITIES OF THE EMPLOYER**

The E-Verify Employer Agent shall ensure that the E-Verify Employer Agent and the Employers represented by the E-Verify Employer Agent carry out the following responsibilities. It is the E-Verify

Employer Agent's responsibility to ensure that its clients are in compliance with all E-Verify policies and procedures.

1. The Employer agrees to display the following notices supplied by DHS in a prominent place that is clearly visible to prospective employees and all employees who are to be verified through the system:
  - a. Notice of E-Verify Participation
  - b. Notice of Right to Work
2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted about E-Verify. The Employer also agrees to keep such information current by providing updated information to SSA and DHS whenever the representatives' contact information changes.
3. The Employer shall become familiar with and comply with the most recent version of the E-Verify User Manual. The Employer will obtain the E-Verify User Manual from the E-Verify Employer Agent.
4. The Employer agrees to comply with current Form I-9 procedures, with two exceptions:
  - a. If an employee presents a "List B" identity document, the Employer agrees to only accept "List B" documents that contain a photo. (List B documents identified in 8 C.F.R. § 274a.2(b)(1)(B)) can be presented during the Form I-9 process to establish identity.) If an employee objects to the photo requirement for religious reasons, the Employer should contact E-Verify at 1-888-464-4218.
  - b. If an employee presents a DHS Form I-551 (Permanent Resident Card), Form I-766 (Employment Authorization Document), or U.S. Passport or Passport Card to complete Form I-9, the Employer agrees to make a photocopy of the document and to retain the photocopy with the employee's Form I-9. The Employer will use the photocopy to verify the photo and to assist DHS with its review of photo mismatches that employees contest. DHS may in the future designate other documents that activate the photo screening tool.

Note: Subject only to the exceptions noted previously in this paragraph, employees still retain the right to present any List A, or List B and List C, document(s) to complete the Form I-9.

5. The Employer agrees to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.
6. The Employer agrees that, although it participates in E-Verify, the Employer has a responsibility to complete, retain, and make available for inspection Forms I-9 that relate to its employees, or from other requirements of applicable regulations or laws, including the obligation to comply with the antidiscrimination requirements of section 274B of the INA with respect to Form I-9 procedures.
  - a. The following modified requirements are the only exceptions to an Employer's obligation to not employ unauthorized workers and comply with the anti-discrimination provision of the INA: (1) List B identity documents must have photos, as described in paragraph 4 above; (2) When an Employer confirms the identity and employment eligibility of newly hired employee using E-Verify procedures, the Employer establishes a rebuttable presumption that it has not violated section 274A(a)(1)(A) of the Immigration and Nationality Act (INA) with respect to the hiring of that employee; (3) If the Employer receives a final nonconfirmation for an employee, but continues to employ that person,



the Employer must notify DHS and the Employer is subject to a civil money penalty between \$550 and \$1,100 for each failure to notify DHS of continued employment following a final nonconfirmation; (4) If the Employer continues to employ an employee after receiving a final nonconfirmation, then the Employer is subject to a rebuttable presumption that it has knowingly employed an unauthorized alien in violation of section 274A(a)(1)(A); and (5) no E-Verify participant is civilly or criminally liable under any law for any action taken in good faith based on information provided through the E-Verify.

b. DHS reserves the right to conduct Form I-9 compliance inspections, as well as any other enforcement or compliance activity authorized by law, including site visits, to ensure proper use of E-Verify.

7. The Employer is strictly prohibited from creating an E-Verify case before the employee has been hired, meaning that a firm offer of employment was extended and accepted and Form I-9 was completed. The Employer agrees to create an E-Verify case for new employees within three Employer business days after each employee has been hired (after both Sections 1 and 2 of Form I-9 have been completed), and to complete as many steps of the E-Verify process as are necessary according to the E-Verify User Manual. If E-Verify is temporarily unavailable, the three-day time period will be extended until it is again operational in order to accommodate the Employer's attempting, in good faith, to make inquiries during the period of unavailability.

8. The Employer agrees not to use E-Verify for pre-employment screening of job applicants, in support of any unlawful employment practice, or for any other use that this MOU or the E-Verify User Manual does not authorize.

9. The Employer must use E-Verify (through its E-Verify Employer Agent) for all new employees. The Employer will not verify selectively and will not verify employees hired before the effective date of this MOU. Employers who are Federal contractors may qualify for exceptions to this requirement as described in Article II.B of this MOU.

10. The Employer agrees to follow appropriate procedures (see Article III below) regarding tentative nonconfirmations. The Employer must promptly notify employees in private of the finding and provide them with the notice and letter containing information specific to the employee's E-Verify case. The Employer agrees to provide both the English and the translated notice and letter for employees with limited English proficiency to employees. The Employer agrees to provide written referral instructions to employees and instruct affected employees to bring the English copy of the letter to the SSA. The Employer must allow employees to contest the finding, and not take adverse action against employees if they choose to contest the finding, while their case is still pending. Further, when employees contest a tentative nonconfirmation based upon a photo mismatch, the Employer must take additional steps (see Article III.B below) to contact DHS with information necessary to resolve the challenge.

11. The Employer agrees not to take any adverse action against an employee based upon the employee's perceived employment eligibility status while SSA or DHS is processing the verification request unless the Employer obtains knowledge (as defined in 8 C.F.R. § 274a.1(l)) that the employee is not work authorized. The Employer understands that an initial inability of the SSA or DHS automated verification system to verify work authorization, a tentative nonconfirmation, a case in continuance (indicating the need for additional time for the government to resolve a case), or the finding of a photo

mismatch, does not establish, and should not be interpreted as, evidence that the employee is not work authorized. In any of such cases, the employee must be provided a full and fair opportunity to contest the finding, and if he or she does so, the employee may not be terminated or suffer any adverse employment consequences based upon the employee's perceived employment eligibility status (including denying, reducing, or extending work hours, delaying or preventing training, requiring an employee to work in poorer conditions, withholding pay, refusing to assign the employee to a Federal contract or other assignment, or otherwise assuming that he or she is unauthorized to work) until and unless secondary verification by SSA or DHS has been completed and a final nonconfirmation has been issued. If the employee does not choose to contest a tentative nonconfirmation or a photo mismatch or if a secondary verification is completed and a final nonconfirmation is issued, then the Employer can find the employee is not work authorized and terminate the employee's employment. Employers or employees with questions about a final nonconfirmation may call E-Verify at 1-888-464-4218 (customer service) or 1-888-897-7781 (worker hotline).

12. The Employer agrees to comply with Title VII of the Civil Rights Act of 1964 and section 274B of the INA as applicable by not discriminating unlawfully against any individual in hiring, firing, employment eligibility verification, or recruitment or referral practices because of his or her national origin or citizenship status, or by committing discriminatory documentary practices. The Employer understands that such illegal practices can include selective verification or use of E-Verify except as provided in part D below, or discharging or refusing to hire employees because they appear or sound "foreign" or have received tentative nonconfirmations. The Employer further understands that any violation of the immigration-related unfair employment practices provisions in section 274B of the INA could subject the Employer to civil penalties, back pay awards, and other sanctions, and violations of Title VII could subject the Employer to back pay awards, compensatory and punitive damages. Violations of either section 274B of the INA or Title VII may also lead to the termination of its participation in E-Verify. If the Employer has any questions relating to the anti-discrimination provision, it should contact OSC at 1-800-255-8155 or 1-800-237-2515 (TDD).

13. The Employer agrees that it will use the information it receives from E-Verify (through its E-Verify Employer Agent) only to confirm the employment eligibility of employees as authorized by this MOU. The Employer agrees that it will safeguard this information, and means of access to it (such as PINS and passwords), to ensure that it is not used for any other purpose and as necessary to protect its confidentiality, including ensuring that it is not disseminated to any person other than employees of the Employer who are authorized to perform the Employer's responsibilities under this MOU, except for such dissemination as may be authorized in advance by SSA or DHS for legitimate purposes.

14. The Employer agrees to notify DHS immediately in the event of a breach of personal information. Breaches are defined as loss of control or unauthorized access to E-Verify personal data. All suspected or confirmed breaches should be reported by calling 1-888-464-4218 or via email at E-Verify@dhs.gov. Please use "Privacy Incident – Password" in the subject line of your email when sending a breach report to E-Verify.

15. The Employer acknowledges that the information it receives through the E-Verify Employer Agent from SSA is governed by the Privacy Act (5 U.S.C. § 552a(i)(1) and (3)) and the Social Security Act (42 U.S.C. 1306(a)). Any person who obtains this information under false pretenses or uses it for any purpose other than as provided for in this MOU may be subject to criminal penalties.

16. The Employer agrees to cooperate with DHS and SSA in their compliance monitoring and evaluation of E-Verify (whether directly or through their E-Verify Employer Agent), which includes permitting DHS, SSA, their contractors and other agents, upon reasonable notice, to review Forms I-9 and other employment records and to interview it and its employees regarding the Employer's use of E-Verify, and to respond in a prompt and accurate manner to DHS requests for information relating to their participation in E-Verify.
17. The Employer shall not make any false or unauthorized claims or references about its participation in E-Verify on its website, in advertising materials, or other media. The Employer shall not describe its services as federally-approved, federally-certified, or federally-recognized, or use language with a similar intent on its website or other materials provided to the public. Entering into this MOU does not mean that E-Verify endorses or authorizes your E-Verify services and any claim to that effect is false.
18. The Employer shall not state in its website or other public documents that any language used therein has been provided or approved by DHS, USCIS or the Verification Division, without first obtaining the prior written consent of DHS.
19. The Employer agrees that E-Verify trademarks and logos may be used only under license by DHS/USCIS (see [M-795 \(Web\)](#)) and, other than pursuant to the specific terms of such license, may not be used in any manner that might imply that the Employer's services, products, websites, or publications are sponsored by, endorsed by, licensed by, or affiliated with DHS, USCIS, or E-Verify.
20. The Employer understands that if it uses E-Verify procedures for any purpose other than as authorized by this MOU, the Employer may be subject to appropriate legal action and termination of its participation in E-Verify according to this MOU.

### **C. RESPONSIBILITIES OF FEDERAL CONTRACTORS**

The E-Verify Employer Agent shall ensure that the E-Verify Employer Agent and the Employers represented by the E-Verify Employer Agent carry out the following responsibilities if the Employer is a federal contractor or becomes a Federal contractor. The E-Verify Employer Agent should instruct the client to keep the E-Verify Employer Agent informed about any changes or updates related to federal contracts. It is the E-Verify Employer Agent's responsibility to ensure that its clients are in compliance with all E-Verify policies and procedures.

1. If the Employer is a Federal contractor with the FAR E-Verify clause subject to the employment verification terms in Subpart 22.18 of the FAR, it will become familiar with and comply with the most current version of the E-Verify User Manual for Federal Contractors as well as the E-Verify Supplemental Guide for Federal Contractors.
2. In addition to the responsibilities of every employer outlined in this MOU, the Employer understands that if it is a Federal contractor subject to the employment verification terms in Subpart 22.18 of the FAR it must verify the employment eligibility of any "employee assigned to the contract" (as defined in FAR 22.1801). Once an employee has been verified through E-Verify by the Employer, the Employer may not reverify the employee through E-Verify.
  - a. An Employer that is not enrolled in E-Verify as a Federal contractor at the time of a contract award must enroll as a Federal contractor in the E-Verify program within 30 calendar days of

contract award and, within 90 days of enrollment, begin to verify employment eligibility of new hires using E-Verify. The Employer must verify those employees who are working in the United States, whether or not they are assigned to the contract. Once the Employer begins verifying new hires, such verification of new hires must be initiated within three business days after the hire date. Once enrolled in E-Verify as a Federal contractor, the Employer must begin verification of employees assigned to the contract within 90 calendar days after the date of enrollment or within 30 days of an employee's assignment to the contract, whichever date is later.

b. Employers enrolled in E-Verify as a Federal contractor for 90 days or more at the time of a contract award must use E-Verify to begin verification of employment eligibility for new hires of the Employer who are working in the United States, whether or not assigned to the contract, within three business days after the date of hire. If the Employer is enrolled in E-Verify as a Federal contractor for 90 calendar days or less at the time of contract award, the Employer must, within 90 days of enrollment, begin to use E-Verify to initiate verification of new hires of the contractor who are working in the United States, whether or not assigned to the contract. Such verification of new hires must be initiated within three business days after the date of hire. An Employer enrolled as a Federal contractor in E-Verify must begin verification of each employee assigned to the contract within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever is later.

c. Federal contractors that are institutions of higher education (as defined at 20 U.S.C. 1001(a)), state or local governments, governments of Federally recognized Indian tribes, or sureties performing under a takeover agreement entered into with a Federal agency under a performance bond may choose to only verify new and existing employees assigned to the Federal contract. Such Federal contractors may, however, elect to verify all new hires, and/or all existing employees hired after November 6, 1986. Employers in this category must begin verification of employees assigned to the contract within 90 calendar days after the date of enrollment or within 30 days of an employee's assignment to the contract, whichever date is later.

d. Upon enrollment, Employers who are Federal contractors may elect to verify employment eligibility of all existing employees working in the United States who were hired after November 6, 1986, instead of verifying only those employees assigned to a covered Federal contract. After enrollment, Employers must elect to verify existing staff following DHS procedures and begin E-Verify verification of all existing employees within 180 days after the election.

e. The Employer may use a previously completed Form I-9 as the basis for creating an E-Verify case for an employee assigned to a contract as long as:

- i. That Form I-9 is complete (including the SSN) and complies with Article II.B.6,
- ii. The employee's work authorization has not expired, and
- iii. The Employer has reviewed the Form I-9 information either in person or in communications with the employee to ensure that the employee's Section 1, Form I-9 attestation has not changed (including, but not limited to, a lawful permanent resident alien having become a naturalized U.S. citizen).

f. The Employer shall complete a new Form I-9 consistent with Article II.A.6 or update the previous Form I-9 to provide the necessary information if:

- i. The Employer cannot determine that Form I-9 complies with Article II.A.6,

- ii. The employee's basis for work authorization as attested in Section 1 has expired or changed, or
- iii. The Form I-9 contains no SSN or is otherwise incomplete.

Note: If Section 1 of the Form I-9 is otherwise valid and up-to-date and the form otherwise complies with Article II.C.5, but reflects documentation (such as a U.S. passport or Form I-551) that expired after completing Form I-9, the Employer shall not require the production of additional documentation, or use the photo screening tool described in Article II.A.5, subject to any additional or superseding instructions that may be provided on this subject in the E-Verify User Manual.

g. The Employer agrees not to require a second verification using E-Verify of any assigned employee who has previously been verified as a newly hired employee under this MOU or to authorize verification of any existing employee by any Employer that is not a Federal contractor based on this Article.

3. The Employer understands that if it is a Federal contractor, its compliance with this MOU is a performance requirement under the terms of the Federal contract or subcontract, and the Employer consents to the release of information relating to compliance with its verification responsibilities under this MOU to contracting officers or other officials authorized to review the Employer's compliance with Federal contracting requirements.

#### **D. RESPONSIBILITIES OF SSA**

1. SSA agrees to allow DHS to compare data provided by the Employer (through the E-Verify Employer Agent) against SSA's database. SSA sends DHS confirmation that the data sent either matches or does not match the information in SSA's database.

2. SSA agrees to safeguard the information the Employer provides (through the E-Verify Employer Agent) through E-Verify procedures. SSA also agrees to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security numbers or responsible for evaluation of E-Verify or such other persons or entities who may be authorized by SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).

3. SSA agrees to provide case results from its database within three Federal Government work days of the initial inquiry. E-Verify provides the information to the E-Verify Employer Agent.

4. SSA agrees to update SSA records as necessary if the employee who contests the SSA tentative nonconfirmation visits an SSA field office and provides the required evidence. If the employee visits an SSA field office within the eight Federal Government work days from the date of referral to SSA, SSA agrees to update SSA records, if appropriate, within the eight-day period unless SSA determines that more than eight days may be necessary. In such cases, SSA will provide additional instructions to the employee. If the employee does not visit SSA in the time allowed, E-Verify may provide a final nonconfirmation to the E-Verify Employer Agent.

Note: If an Employer experiences technical problems, or has a policy question, the employer should contact E-Verify at 1-888-464-4218.



## **E. RESPONSIBILITIES OF DHS**

1. DHS agrees to provide the Employer with selected data from DHS databases to enable the Employer (through the E-Verify Employer Agent) to conduct, to the extent authorized by this MOU
  - a. Automated verification checks on alien employees by electronic means, and
  - b. Photo verification checks (when available) on employees.
2. DHS agrees to assist the E-Verify Employer Agent with operational problems associated with its participation in E-Verify. DHS agrees to provide the E-Verify Employer Agent names, titles, addresses, and telephone numbers of DHS representatives to be contacted during the E-Verify process.
3. DHS agrees to provide to the E-Verify Employer Agent with access to E-Verify training materials as well as an E-Verify User Manual that contain instructions on E-Verify policies, procedures, and requirements for both SSA and DHS, including restrictions on the use of E-Verify.
4. DHS agrees to train E-Verify Employer Agents on all important changes made to E-Verify through the use of mandatory refresher tutorials and updates to the E-Verify User Manual. Even without changes to E-Verify, DHS reserves the right to require E-Verify Employer Agents to take mandatory refresher tutorials.
5. DHS agrees to provide to the Employer (through the E-Verify Employer Agent) a notice, which indicates the Employer's participation in E-Verify. DHS also agrees to provide to the Employer anti-discrimination notices issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), Civil Rights Division, U.S. Department of Justice.
6. DHS agrees to issue each of the E-Verify Employer Agent's E-Verify users a unique user identification number and password that permits them to log in to E-Verify.
7. DHS agrees to safeguard the information the Employer provides (through the E-Verify Employer Agent), and to limit access to such information to individuals responsible for the verification process, for evaluation of E-Verify, or to such other persons or entities as may be authorized by applicable law. Information will be used only to verify the accuracy of Social Security numbers and employment eligibility, to enforce the INA and Federal criminal laws, and to administer Federal contracting requirements.
8. DHS agrees to provide a means of automated verification that provides (in conjunction with SSA verification procedures) confirmation or tentative nonconfirmation of employees' employment eligibility within three Federal Government work days of the initial inquiry.
9. DHS agrees to provide a means of secondary verification (including updating DHS records) for employees who contest DHS tentative nonconfirmations and photo mismatch tentative nonconfirmations. This provides final confirmation or nonconfirmation of the employees' employment eligibility within 10 Federal Government work days of the date of referral to DHS, unless DHS determines that more than 10 days may be necessary. In such cases, DHS will provide additional verification instructions.



### **ARTICLE III**

#### **REFERRAL OF INDIVIDUALS TO SSA AND DHS**

The E-Verify Employer Agent shall ensure that the E-Verify Employer Agent and the Employers represented by the E-Verify Employer Agent carry out the following responsibilities. It is the E-Verify Employer Agent's responsibility to ensure that its clients are in compliance with all E-Verify policies and procedures.

##### **A. REFERRAL TO SSA**

1. If the Employer receives a tentative nonconfirmation issued by SSA, the Employer must print the tentative nonconfirmation notice as directed by E-Verify. The Employer must promptly notify employees in private of the finding and provide them with the notice and letter containing information specific to the employee's E-Verify case. The Employer also agrees to provide both the English and the translated notice and letter for employees with limited English proficiency to employees. The Employer agrees to provide written referral instructions to employees and instruct affected employees to bring the English copy of the letter to the SSA. The Employer must allow employees to contest the finding, and not take adverse action against employees if they choose to contest the finding, while their case is still pending.
2. The Employer agrees to obtain the employee's response about whether he or she will contest the tentative nonconfirmation as soon as possible after the Employer receives the tentative nonconfirmation. Only the employee may determine whether he or she will contest the tentative nonconfirmation.
3. After a tentative nonconfirmation, the Employer will refer employees to SSA field offices only as directed by E-Verify. The Employer must record the case verification number, review the employee information submitted to E-Verify to identify any errors, and find out whether the employee contests the tentative nonconfirmation. The Employer will transmit the Social Security number, or any other corrected employee information that SSA requests, to SSA for verification again if this review indicates a need to do so.
4. The Employer will instruct the employee to visit an SSA office within eight Federal Government work days. SSA will electronically transmit the result of the referral to the Employer (through the E-Verify Employer Agent) within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.
5. While waiting for case results, the Employer agrees to check the E-Verify system regularly for case updates.
6. The Employer agrees not to ask the employee to obtain a printout from the Social Security Administration number database (the Numident) or other written verification of the SSN from the SSA.

##### **B. REFERRAL TO DHS**

1. If the Employer receives a tentative nonconfirmation issued by DHS, the Employer must promptly notify employees in private of the finding and provide them with the notice and letter containing information specific to the employee's E-Verify case. The Employer also agrees to provide both the English and the translated notice and letter for employees with limited English proficiency to employees. The Employer must allow employees to contest the finding, and not take adverse action

against employees if they choose to contest the finding, while their case is still pending.

2. The Employer agrees to obtain the employee's response about whether he or she will contest the tentative nonconfirmation as soon as possible after the Employer receives the tentative nonconfirmation. Only the employee may determine whether he or she will contest the tentative nonconfirmation.

3. The Employer agrees to refer individuals to DHS only when the employee chooses to contest a tentative nonconfirmation.

4. If the employee contests a tentative nonconfirmation issued by DHS, the Employer will instruct the employee to contact DHS through its toll-free hotline (as found on the referral letter) within eight Federal Government work days.

5. If the Employer finds a photo mismatch, the Employer must provide the photo mismatch tentative nonconfirmation notice and follow the instructions outlined in paragraph 1 of this section for tentative nonconfirmations, generally.

6. The Employer agrees that if an employee contests a tentative nonconfirmation based upon a photo mismatch, the Employer will send a copy of the employee's Form I-551, Form I-766, U.S. Passport, or passport card to DHS for review by:

- a. Scanning and uploading the document, or
- b. Sending a photocopy of the document by express mail (furnished and paid for by the employer).

7. The Employer understands that if it cannot determine whether there is a photo match/mismatch, the Employer must forward the employee's documentation to DHS as described in the preceding paragraph. The Employer agrees to resolve the case as specified by the DHS representative who will determine the photo match or mismatch.

8. DHS will electronically transmit the result of the referral to the Employer (through the E-Verify Employer Agent) within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.

9. While waiting for case results, the Employer agrees to check the E-Verify system regularly for case updates.

## **ARTICLE IV**

### **SERVICE PROVISIONS**

#### **A. NO SERVICE FEES**

1. SSA and DHS will not charge the Employer or the E-Verify Employer Agent for verification services performed under this MOU. The E-Verify Employer Agent is responsible for providing equipment needed to make inquiries. To access E-Verify, an E-Verify Employer Agent will need a personal computer with Internet access.

## **ARTICLE V**

### **MODIFICATION AND TERMINATION**

#### **A. MODIFICATION**

1. This MOU is effective upon the signature of all parties and shall continue in effect for as long as the SSA and DHS operates the E-Verify program unless modified in writing by the mutual consent of all parties.
2. Any and all E-Verify system enhancements by DHS or SSA, including but not limited to E-Verify checking against additional data sources and instituting new verification policies or procedures, will be covered under this MOU and will not cause the need for a supplemental MOU that outlines these changes.

#### **B. TERMINATION**

1. The E-Verify Employer Agent may terminate this MOU and its participation in E-Verify at any time upon 30 days prior written notice to the other parties. In addition, any Employer represented by the E-Verify Employer Agent may voluntarily terminate its MOU upon giving DHS 30 days' written notice.
2. Notwithstanding Article V, part A of this MOU, DHS may terminate this MOU, and thereby the E-Verify Employer Agent's participation in E-Verify, with or without notice, at any time if deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the E-Verify Employer Agent or the Employer, or a failure on the part of either party to comply with established E-Verify procedures and/or legal requirements. The Employer understands that if it is a Federal contractor, termination of this MOU by any party for any reason may negatively affect the performance of its contractual responsibilities. Similarly, the Employer understands that if it is in a state where E-Verify is mandatory, termination of this by any party MOU may negatively affect the Employer's business.
3. An E-Verify Employer Agent for an Employer that is a Federal contractor may terminate this MOU for that Employer when the Federal contract that requires its participation in E-Verify is terminated or completed. In such cases, the E-Verify Employer Agent must provide written notice to DHS. If the E-Verify Employer Agent fails to provide such notice, then that Employer will remain an E-Verify participant, will remain bound by the terms of this MOU that apply to non-Federal contractor participants, and will be required to use the E-Verify procedures to verify the employment eligibility of all newly hired employees.
4. The E-Verify Employer Agent agrees that E-Verify is not liable for any losses, financial or otherwise, if the E-Verify Employer Agent or the Employer is terminated from E-Verify.

## ARTICLE VI

### PARTIES

- A. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as necessary. By separate agreement with DHS, SSA has agreed to perform its responsibilities as described in this MOU.
- B. Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the E-Verify Employer Agent, its agents, officers, or employees.
- C. The E-Verify Employer Agent may not assign, directly or indirectly, whether by operation of law, change of control or merger, all or any part of its rights or obligations under this MOU without the prior written consent of DHS, which consent shall not be unreasonably withheld or delayed. Any attempt to sublicense, assign, or transfer any of the rights, duties, or obligations herein is void.
- D. Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the Employer and any other person or entity regarding the applicability of Section 403(d) of IIRIRA to any action taken or allegedly taken by the Employer.
- E. The E-Verify Employer Agent understands that its participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to, Congressional oversight, E-Verify publicity and media inquiries, determinations of compliance with Federal contractual requirements, and responses to inquiries under the Freedom of Information Act (FOIA).
- F. The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the E-Verify Employer Agent and DHS respectively. The E-Verify Employer Agent understands that any inaccurate statement, representation, data or other information provided to DHS may subject the Employer or the E-Verify Employer Agent, as the case may be, its subcontractors, its employees, or its representatives to: (1) prosecution for false statements pursuant to 18 U.S.C. 1001 and/or; (2) immediate termination of its MOU and/or; (3) possible debarment or suspension.
- G. The foregoing constitutes the full agreement on this subject between DHS and the E-Verify Employer Agent.

**If you have any questions, contact E-Verify at 1-888-464-4218.**

Company ID Number: g14489

**Approved by:**

<b>E-Verify Employer Agent Employer</b> Endeavors, Inc.	
<b>Name (Please Type or Print)</b> Arnulfo R Sandoval	<b>Title</b>
<b>Signature</b> Electronically Signed	<b>Date</b> 10/05/2015
<b>Department of Homeland Security – Verification Division</b>	
<b>Name (Please Type or Print)</b> USCIS Verification Division	<b>Title</b>
<b>Signature</b> Electronically Signed	<b>Date</b> 10/05/2015

Company ID Number: 914489

### Information Required for the E-Verify Program

#### Information relating to your Company:

Company Name	Endeavors, Inc.
Company Facility Address	535 Bandera Road San Antonio, TX 78228
Company Alternate Address	
County or Parish	BEXAR
Employer Identification Number	237223078
North American Industry Classification Systems Code	
Parent Company	
Number of Employees	500 to 999
Number of Sites Verified for	1 site(s)



Company ID Number: 914489

**Are you verifying for more than 1 site? If yes, please provide the number of sites verified for in each State:**

TX

1

Company ID Number: 914489

**Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:**

Name Serina Stark  
Phone Number 2104316466104  
Fax 2104316472  
Email sstark@endeavors.org

Name Pamela Thompson  
Phone Number 2104316466129  
Fax 2104316472  
Email pthompson@familvendeavors.org

Name Dannv Hernandez  
Phone Number 2104316466  
Fax 2104316472  
Email dhernandez@familvendeavors.org

Name Arnulfo R Sandoval  
Phone Number 2104316466142  
Fax 2104316472  
Email asandoval@familvendeavors.org

Company ID Number: 914489

This list represents the first 20 Program Administrators listed for this company.

## 10. SAMPLE AGREEMENT

### AGREEMENT

23-0509-RFP

*The sample agreement below reflects the contract terms and conditions specific to this solicitation. For purposes of this sample, the "Contractor" is the successful Respondent. By submitting a submission in response to this solicitation, the Contractor acknowledges and agrees that if they are awarded a contract under this solicitation, they will enter a contract in substantially this form and subject to these terms.*

This Agreement (the "agreement" or "contract") is entered into on the date last executed below ("Effective Date"), by and between Pinellas County, a subdivision of the State of Florida whose primary address is 315 Court Street, Clearwater, Florida 33756 ("COUNTY") and Family Endeavors, Inc., dba Endeavors, whose primary address is 6363 De Zavala Rd, San Antonio, TX 78249 (hereinafter "CONTRACTOR" or "Custodian") (jointly, the "Parties").

#### **NOW THEREFORE, the Parties agree as follows:**

##### **A. Documents Comprising Agreement**

1. This Agreement, including the Exhibits listed below, constitutes the entire agreement and understanding of the Parties with respect to the transactions and services contemplated hereby and supersedes all prior agreements, arrangements, and understandings relating to the subject matter of the Agreement. The documents listed below are hereby incorporated into and made a part of this Agreement:
  - a. This Agreement
  - b. Pinellas County Standard Terms & Conditions, located on Pinellas County Purchasing's website, effective 1/1/2023, posted at <https://pinellas.gov/county-standard-terms-conditions/>
  - c. Solicitation Section 4, Titled Special Conditions
  - d. Solicitation Section 5, Titled Insurance Requirements
  - e. Contractor's response to Solicitation Section 6, Scope of Work / Specifications
  - f. Contractor's response to Solicitation Section 9, Pricing Proposal
2. In the case of a conflict, the terms of this document govern, followed by the terms of the attached Exhibits, which control in the order listed above.

##### **B. Term**

1. The initial term of this Agreement is for 36 months from the Effective Date. At the end of the initial term of this contract, this Agreement may be extended for one (1), twenty-four (24) terms, or such other renewal terms agreed to by the Parties.

**C. Pricing & Expenditures Cap**

1. Payment and pricing terms for the initial and renewal terms are [list payment terms OR “subject to the cost or fee schedule in the CONTRACTOR’s Statement of Work”].  
Notwithstanding the above, County expenditures under the Agreement will not exceed [TBD \$XXX] for [“the Contract term” or “any County fiscal year”] without a written amendment to this Agreement.

**D. Exceptions**

1. The following provisions of the T&Cs are amended as follows. Except as expressly provided in this Section 2, the terms of documents composing the Agreement remain in full force and effect:
  - a. [List any exceptions here]
  - b. [List any exceptions here]

**E. Attachment A - Fema Grant Forms**

**F. Entire Agreement**

1. This Agreement constitutes the entire agreement between the Parties.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their undersigned officials, who are duly authorized to bind the Parties to the Agreement.

For Contractor:

Signature: 

Print Name and Title: Chip Fulghum, President & COO

Date: April 3, 2023

For County:

Signature:

Print Name and Title:

Date:

**ADDENDUM NO. 1 - REVISED - ATTACHMENT A****Emergency Management Shelter Staff and Clinical Behavioral Health Staff Support Services**

RFP No. 23-0509-RFP

**HOURLY RATES ARE ALL INCLUSIVE OF TRAVEL AND INCIDENTALS****HOURLY RATES ARE BASED UPON 12 HOUR SHIFT WORK**

Shelter Staff Fee Schedule						
Seven (7) Day Fee Schedule						
Position	Number of Staff	Regular Hourly Rate	Overtime Hourly Rate	Number of Days	Total	
Shelter Staff	100	58	87	7	\$ 614,800.00	\$ 614,800.00
Additional Staff Increments (not included in scoring) -Seven (7) Day Fee Schedule-						
Position	Additional Staff Increments	Regular Hourly Rate	Overtime Hourly Rate	Number of Days	Total	
Shelter Staff	50	58	87	7	\$ 307,400.00	
Behavioral Health Staff Fee Schedule						
Seven (7) Day Fee Schedule						
Position	Number of Staff	Regular Hourly Rate	Overtime Hourly Rate	Number of Days	Total	
Behavioral Health Staff	25	130	195	7	\$ 344,500.00	\$ 344,500.00
Additional Staff Increments (not included in scoring)Seven (7) Day Fee Schedule						
Position	Additional Staff Increments	Regular Hourly Rate	Overtime Hourly Rate	Number of Days	Total	
Behavioral Health Staff	10	130	195	7	\$ 137,800.00	





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/29/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Marsh Wortham, a division of Marsh USA, Inc. 131 Interpark Blvd. San Antonio, TX 78216  www.worthaminsurance.com	<b>CONTACT NAME:</b> Ashley Patkowski <b>PHONE (A/C, No. Ext):</b> 210-249-2399 <b>FAX (A/C, No.):</b> <b>E-MAIL ADDRESS:</b> ashley.patkowski@marshmma.com														
<b>INSURED</b> Family Endeavors, Inc. Endeavors 6363 De Zavala Road, Suite 101 San Antonio TX 78249	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A: Berkley Insurance Company</td><td>32603</td></tr><tr><td>INSURER B: Texas Mutual Insurance Company</td><td>22945</td></tr><tr><td>INSURER C: Argonaut Insurance Company</td><td>19801</td></tr><tr><td>INSURER D: Starr Indemnity &amp; Liability Company</td><td>38318</td></tr><tr><td>INSURER E: Atlantic Specialty Insurance Company</td><td>27154</td></tr><tr><td>INSURER F: Kinsale Insurance Company</td><td>38920</td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Berkley Insurance Company	32603	INSURER B: Texas Mutual Insurance Company	22945	INSURER C: Argonaut Insurance Company	19801	INSURER D: Starr Indemnity & Liability Company	38318	INSURER E: Atlantic Specialty Insurance Company	27154	INSURER F: Kinsale Insurance Company	38920
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**COVERAGES****CERTIFICATE NUMBER:** 70575980**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b>  <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			HHS 8530492-11	6/15/2022	10/1/2023	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) \$ \$1,000,000 MED EXP (Any one person) \$ \$100,000 PERSONAL & ADV INJURY \$ \$5,000 GENERAL AGGREGATE \$ \$1,000,000 PRODUCTS - COMP/OP AGG \$ \$3,000,000 \$
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			HHS 8530492-11	6/15/2022	10/1/2023	COMBINED SINGLE LIMIT (Ea accident) \$ \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$			HHS 8530492-11	6/15/2022	10/1/2023	EACH OCCURRENCE \$ \$5,000,000 AGGREGATE \$ \$5,000,000 \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	N/A	0001277121	10/1/2022	10/1/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ \$500,000 E.L. DISEASE - EA EMPLOYEE \$ \$500,000 E.L. DISEASE - POLICY LIMIT \$ \$500,000
A	Professional Liability - E&O			HHS 8530492-11	6/15/2022	10/1/2023	\$1,000,000/\$3,000,000
A	Abuse or Molestation Liability			HHS 8530492-11	6/15/2022	10/1/2023	\$1,000,000/\$3,000,000
C	Workers' Comp - Other Than TX			WC928818767504	10/1/2022	10/1/2023	\$1,000,000/\$1,000,000/\$1,000,000
D	Commercial Crime & Fidelity			1000623420221	6/15/2022	10/1/2023	\$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**CERTIFICATE HOLDER**

For Record Only

**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Marsh Wortham, a division of Marsh USA, Inc.

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ACORD 25 (2016/03)

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# ADDITIONAL REMARKS SCHEDULE

Page \_\_\_\_ of \_\_\_\_

AGENCY Marsh Wortham, a division of Marsh USA, Inc.		NAMED INSURED Family Endeavors, Inc. Endeavors 6363 De Zavala Road, Suite 101 San Antonio TX 78249
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

## ADDITIONAL REMARKS

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**

**FORM NUMBER:** 25      **FORM TITLE:** Certificate of Liability (03/16)

**HOLDER:** For Record Only

### ADDRESS:

Carrier E: Atlantic Specialty Ins. Co.  
Effective Dates: 06/15/2022 - 10/01/2023  
Excess Crime/Fidelity  
Policy #MMX0378822  
Limit: \$5,000,000 Excess Crime/Fidelity

Carrier D: Starr Indemnity & Liability Co.  
Effective Dates: 06/15/2022 - 10/01/2023  
Director's & Officer's Liability  
Policy #1000623420221  
Limit: \$2,000,000 D&O

Carrier F: Kinsale  
Effective Dates: 06/15/2022 - 10/01/2023  
Excess Director's & Officer's Liability  
Policy #01001962290  
Limit: \$2,000,000 Excess D&O

# Request for Taxpayer Identification Number and Certification

► Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Give Form to the  
requester. Do not  
send to the IRS.

Print or type. See Specific Instructions on page 3.	<b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>Family Endeavors, Inc.</b>	
	<b>2</b> Business name/disregarded entity name, if different from above <b>Endeavors</b>	
	<b>3</b> Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► <b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input checked="" type="checkbox"/> Other (see instructions) ► <b>Non-profit Organization</b>	
	<b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>	
	<b>5</b> Address (number, street, and apt. or suite no.) See instructions. <b>6363 De Zavala Rd</b>	Requester's name and address (optional)
	<b>6</b> City, state, and ZIP code <b>San Antonio, TX 78249</b>	
	<b>7</b> List account number(s) here (optional)	

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

<b>Social security number</b>									
			-				-		
<b>or</b>									
<b>Employer identification number</b>									
2	3		-	7	2	2	3	0	7 8

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	Signature of U.S. person ► 	Date ► <b>12/10/21</b>
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## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*



**Pinellas County Solicitation**

**Number 23-0509-RFP**

**Emergency Management Shelter Staff and  
Clinical/Behavioral Health Support Staff**

Submission Due Date: April 4, 2023 @ 3:00pm Eastern

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**Introduction**

Endeavors is a 54-year-old faith based national non-profit founded by five Presbyterian churches who came together to serve San Antonio's homeless population by providing health care, childcare, education, homelessness support, and senior citizen support. Endeavors began pursuing a mission "to RESPOND to and serve the needs within the San Antonio community." By the 1980s, additional programs such as youth recreation, emergency shelters for youth, food banks, clothing, professional counseling, and more became available to more areas in need across the city. Over the next three decades, programs initiated by Endeavors became household names within the community and the region, and by year 2000, we expanded the scope of the organization nationally, through supportive housing, job training, employment, case management, youth development services, homeless services, and group and individual counseling. During the period between 2010-2022, Endeavors expanded into a national provider of shelter services and staffing responding to national disasters and humanitarian crises.

As part of our response to national disasters, Endeavors has developed into one of the largest providers of Disaster Case Management Services (DCM) for survivors of federally declared disasters. We have provided DCM services in response to Hurricanes Harvey, Florence, Irma, Imelda, and five federally declared flooding events within Texas. Endeavors also provides DCM services for Hurricane Maria in Puerto Rico, working directly with FEMA, and serving 52 of Puerto Rico's 78 Municipalities. Endeavors has an on-going contract with the Texas Health and Human Services Commission to provide this service for the state of Texas and an ongoing contract with the Office of Emergency Services to provide these services to the state of North Carolina. Currently, Endeavors has 78 staff deployed between New Orleans and Baton Rouge providing disaster case management services to those impacted by Hurricane Ida in six distinct parishes. We have also recently been notified by Volunteer Florida of our selection as a Disaster Case Management provider for Hurricane Ian to serve 9 counties. We will have offices operating in Orange and Saint John Counties. Endeavors has previously operated DCM Programs supporting survivors of Hurricanes Harvey, Florence, Irma, and Maria simultaneously with over 850 case managers and meeting or exceeding all program objectives.

Since 2012, Endeavors has provided emergency staffing and wraparound services to support emergency shelters by providing clinicians, case management staff, direct care staff, teachers, recreational specialists, security officers, and transport/escort staff in support of the largest unaccompanied children (UAC) influx shelters in our nation's history. We have served in more than 40 deployments in multiple states, to include providing 1,239 non-congregate shelter beds in Texas and Arizona to temporarily house migrant families for the U.S. Department of Homeland Security. Currently, we are operating a 3,000-bed children's center in Pecos, Texas, providing for the needs of unaccompanied migrant children under the care



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of the US Department of Health and Human Services. Endeavors utilizes a cadre of reserve staff and its staffing partner, Intrepid Staffing Services, along with other outside partners to ensure each of its programs are staffed with trained and experienced employees.

In response to the COVID-19 Pandemic, Endeavors has demonstrated the ability to provide non-congregate shelters within hotels by deploying a turn-key response with wraparound services, hotel provisions, booking technology, and medical support. We have provided emergency shelter operations and staffing for the most vulnerable populations impacted by COVID-19 in Dallas, El Paso and San Antonio; both in congregant and non-congregant settings. Our experience providing successful shelter management services over the past 11 years, and our direct work with disaster survivors demonstrates a level of expertise surpassing most providers and qualifies us to provide sheltering operations for displaced persons for the Texas Department of Emergency Management. Our experience and expertise have also qualified us to respond to Hurricane Harvey, Hurricane Laura, the Texas Winter Storms, Mayfield Kentucky Tornado, Hurricane Ian in Pinellas County, our ongoing response in Louisiana for Hurricane Ida and recent selection as a Disaster Case Management provider for Volunteer Florida serving the survivors of Hurricane Ian in 9 counties.

Endeavors' past performance also demonstrates the ability to successfully manage multiple, simultaneous projects from small to large in scope of response honoring all our contractual commitments. Endeavors successfully manages multiple funding streams at the city, county, state, and federal levels. This includes contracts/grants from:

- U.S. Department of Veterans Affairs
- U.S. Department of Housing & Urban Development (U.S. & Puerto Rico)
- U.S. Department of Labor
- Federal Emergency Management Agency (FEMA)
- Department of Homeland Security
- Department of Health and Human Services
- Texas Department of Family & Protective Services
- Texas Department of Health & Human Services
- North Carolina Office of Emergency Management
- City of Phoenix, Arizona
- City of Dallas, Texas

In addition to governmental funding, the agency successfully secures and manages funds from national foundations and donations including USAA, Valero, and the Cohen Veterans Network. Endeavors exceptional record of contract compliance is demonstrated by successful DCM/FEMA audits to include recognition by FEMA for best practices and an A Rating by

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the Health and Human Services Commission. These multiple concurrent contracts demonstrate our ability to operate multiple programs simultaneously.

## Proposal Objective

Endeavors will provide a detailed outline of its experience and capabilities to provide emergency shelter support staff and emergency shelter Behavioral Health Clinical Support staff to the County of Pinellas in the event of a disaster or state of emergency. Endeavors is prepared to work in collaboration with Pinellas County and the local community services to ensure a rapid staffing response is provided in the worst-case scenario of the impact of a Category 5 Hurricane. Staffing numbers will be scalable providing support for the minimum of 25 separate shelters and a potential 64,000 evacuees. All emergency response staff have experience working in these types of shelter operations and are trained in FEMA's National Incident Management System.

## 6.3 Scope of Work

C. Scope of Work-Emergency Shelter Staff Support

### 1. Emergency Shelter Staffing Support Services

*a. Number of years and/or instances providing emergency shelter operation support, including but not limited to, dorm management, meal distribution, client intake, demobilization of shelter, and resource distribution.*

Endeavors has been providing emergency congregate and non-congregate shelter operational support since 2012. The following will provide a summary of the services we have provided covering each of the areas identified above:

### **Administration for Children and Families Office of Refugee and Resettlement (ORR), Lackland UAC Influx Congregate Shelter Services (March 2012 - February 2015):**

Deployed staff to a variety of surge camps to handle the first major influx of Central American UAC, including Center for Disease Control and Prevention, Lackland AFB in San Antonio, and Fort Sill AFB in Oklahoma. We activated, trained, and deployed more than 125 Case Managers, 1,000 Direct Care Reservists, 17 Credentialed Clinicians. Staffed over 13 job positions: Team Lead, Direct Care, Supervisors, Division Officer, Unit Manager, Direct Care, Clinician, Case Manager, and others. Provided shelter management service operations and direct care to over 7,000 youth in 140 days. Staff performed intake for all clients, staged the sleeping area and assigned beds, made meal arrangements, assisted the catering company to ensure all clients received a proper meal, provided recreational activities, assisted with educational services, tracked the distribution of resources, and assisted with the demobilization of the operation.

**Hurricane Harvey Response Houston, Texas & Port Arthur, Texas Congregate Shelter Services (August 2017 – September 2017):** Deployed a team of 30 reservist consisting of various skillsets to assist with mobilization of disaster shelter operations. We were supplementing the staff already on site and focused on erecting and mobilizing temporary disaster shelters for 7,000 disaster survivors. Reserve staff responsibilities included shelter support, facilities support, logistical support, donations management, intake & discharge, pet management, communications, grounds support and client property management.

**El Paso Opportunity Center Congregate Shelter Services (April 2020 – April 2021):** Endeavors Emergency Services activated and provided 48 staff to help support the ongoing services for City of El Paso. Emergency Services Reservist that were provided included Shelter Unit Lead, Shelter Monitors, Shelter Custodial/Hyper-Sanitization and Shelter Intake Coordinator (HMIS Data Entry Specialist) to help support the Welcome Center & Delta Haven Center providing temporary emergency shelter services to persons experiencing homelessness during the COVID-19 health crisis. Services were provided 24 hours a day, seven-days a week. Our staff were trained to adhere to the guidance provided by Local Health Department which included initial screening, monitoring of symptoms and isolation measures. The Shelter Staff provided essential support services to clients including daily intake, cot assignment, meal distribution, and resource distribution. Staff helped prevent at risk families or individuals from becoming homeless by providing case management and referrals to other partner agencies.

**Dallas, Texas OHS Emergency Homeless Congregate & Non-Congregate Shelter Services (April 2020 – Current):** Endeavors Emergency Services activated and provided 90 staff to help support the ongoing services for City of Dallas due to COVID-19, Inclement Weather, and Homeless Encampment Rehousing. We staffed multiple shelter sites concurrently. Emergency Services reservists assisted in mobilizing and operating congregate and non-congregate shelters 24 hours a day, seven-days a week. Services provided adhered to COVID-19 protocols and procedure guidance provided by the Local Health Authority. The shelter monitors provided daily essential support services to clients to include daily intake/discharge to shelter, meal distribution, shelter hyper-sanitization, shower trailer management and scheduling, room checks, resource distribution, monitoring of clients for safety and addressing needs, and laundry pickup/delivery. Staff ensured demobilization of shelters adhered to city standards returning the site to pre-occupancy conditions. Shelter operations were completed at the Kay Bailey Convention Center (Congregate), the Dallas Central Library, and Community Centers. Non-congregate shelters were operated at various hotel locations.

**Dallas, Texas OEM Hurricane Laura Evacuee Non-Congregate Shelter Services (August 2020 - October 2020):** Endeavors Emergency Services opened five shelters for Hurricane Laura Evacuees at the Dallas Wyndham, Fairfield Inn, Hilton Anatole, Hyatt Regency and Crowne Plaza as the City of Dallas Office of Emergency Management requested

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assistance in mobilizing and sheltering 3,000 Hurricane Laura evacuees. We had a total of 50 staff operating these shelters 24 hours a day, seven-days a week. Services to clients consisted of daily essential support responsibilities such as: intake/discharge, room assignment, resource and meal distribution, supply management, laundry pickup/delivery, shelter monitoring, and children's activities. Staff ensured demobilization of shelter adhered to hotel standards returning the sites to pre-occupancy conditions.

**El Paso Transportation Services (August 2020 – March 2022):** Endeavors Emergency Services provided staff to help support the ongoing services for City of El Paso Transportation Program. Emergency Services reservists consisted of Drivers and Driver Administrators helping support the increased demand for safe and secured transportation of eligible homeless clients. These clients were transported to and from the Acosta Recreation Center and Hilos De Plata Senior Center (Delta Site Shelters), COVID-19 testing sites, housing isolation sites, other emergency shelter programs and outreach locations as needed. These services ensured the proper de-sanitization of all vehicles, the proper use of personal protective equipment (PPE), protection of the clients being transported, and 24-hour availability.

**El Paso Inspira Non-Congregate Shelter Services (November 2020 – March 2022):** Endeavors Emergency Services provided staff to help support the ongoing services for the City of El Paso. Emergency Services reservists included Shelter Unit Leads and Shelter Support Staff to operate the hotel providing shelter for clients experiencing homelessness during the COVID-19 health crisis. Services adhered to the guidance provided by the Local Health Authority and ensured the proper use of PPE. Our staff provided daily access to a safe and sanitary shelter, client intake/discharge, meal distribution, room assignment, daily living supplies distribution, supportive services, and quarantine rooms for clients who tested positive for COVID-19. All HIPAA rules were adhered to, and client information was documented utilizing HMIS. Staff ensured demobilization of the shelter adhered to hotel standards returning the sites to pre-occupancy conditions.

**City of San Antonio Isolation Care Facility Non-Congregate Shelter Services (January 2021 – October 2022):** Endeavors Emergency Services activated and provided 24 staff to help support the ongoing services for City of San Antonio due to COVID-19 and Migrant Influx needs. Emergency Services Reservist mobilized and operated a non-congregate hotel shelter 24 hours a day, seven-days a week. Services provided adhered to COVID-19 protocols and procedure guidance provided by the Local Health Authority for housing of homeless individuals that tested positive or were suspected of being positive for COVID-19 requiring quarantine. Shelter Leads and Shelter Monitors operated the hotel operations providing services to clients consisting of intake processing, room assignments, shelter monitoring, meal pickup and distribution, coordination of cleaning and disinfection of rooms with hotel personnel, resource distribution, the entering of data in HMIS and Web EOC software, arranging transportation for clients being discharged, and demobilization of shelter operations back to hotel pre-occupancy standards.

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**Administration for Children and Families Office of Refugee and Resettlement (ORR) – Pecos Children’s Center, Congregate Shelter Services (March 2021 – Current):** Emergency Services Reservist & Migrant Services executed mobilization and operations of a 24 hours a day, seven days a week congregate shelter providing the following: Current Capacity of 2,000 beds for Unaccompanied Minors, served over 36,000 youth, implemented COVID-19 protocols and procedures, provide 24/7 medical and mental health care, transportation, 3 daily meals/snacks, clothing, case management, clinicians, access to religious and educational services, recreation programs-soccer, basketball, board games, music, and pet/horticultural therapy. Daily reporting is completed in compliance with ORR policies and regulations.

**Mayfield, Kentucky - Mayfield Consumer Products (MCP) Logistics & Supplies, Disaster Case Management Services (December 2021-June 2022):** On December 10th, 2021, EF4 Tornadoes moved across Western Kentucky and other states within the Mississippi valley causing catastrophic damage in multiple areas. Endeavors activated and deployed a small team for logistics and supply convoy. Additionally, Endeavors activated its Corporate Incident Command and Call Center utilizing a NIMS approach to contact over 500 MCP employees within 48 hours. Case Managers and other staff helped to implement supply procurement/delivery, assisted with supply/inventory management, provided logistics support, and operated a disaster call center. Disaster Case Managers helped clients connect with their employer and the benefits being offered, with critical resources to help them find a place to live, to suppliers providing repair services for their homes, and with trauma counseling services. Those resource partnerships included the Salvation Army, Red Cross, 211 United Way Organization, LIHEAP, Section 8 Housing, Teladoc Healthline, FEMA, SBA, Kentucky Transitional Assistance Program, West Kentucky Allied Services, Healthy at Home Eviction Relief Fund from Kentucky, Kentucky Head Start Program, The Annie Gardner Foundation, and Local Churches.

**City of Uvalde, Texas-Emergency Mental Health Services (July 2022 – Current):** After the tragic Active Shooter attack at the Uvalde Elementary School, the community needed mental health services more than ever. Endeavors, specifically our Behavioral Health (BH) staff and Veteran Supportive Services (VSS), offered our case management and mental health counseling services to first responders and community residents. With the approval of local government leaders, Endeavors opened an office in Uvalde providing free services to community members, including mental health counseling, stress reduction support, and substance abuse counseling, as well as assistance with rent, mortgage, and utility payments. To date since we opened the office in Uvalde, we have provided mental health, wellness, and case management for over 350 people.

**Pinellas County Hurricane Ian (September 2022 – October 2022) Congregate Shelters:** Endeavors Emergency Services provided 147 Shelter Support Staff and 25 Clinicians to help support the preparation for the evacuation of citizens living in the projected path of Hurricane

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Ian. The staffing was distributed into 25 individual shelters located at designated school buildings after Endeavors facilitated a 3 day turn around to secure transportation, transport staff as quickly as possible to Pinellas County, maintain coordination efforts with the Pinellas County Incident Command Center, collaborate with the Pinellas County Sheriff's Office to ensure our buses were met at the state line and escorted into Pinellas County. Our Incident Commander at our corporate office along with the operations/logistical staff coordinated the bus transportation along with 5 passenger vans utilized for the transporting of staff between the various shelters addressing the redistribution of staff between the various shelter sites. Staff were all trained and prepared for the lockdown that took place once Hurricane Ian impacted Pinellas County. Staff provided services consisting of shelter monitoring, meal distribution, hyper-sanitization, and the shelter shutdowns. Accompanying the shelter staff were 25 clinicians consisting of Licensed Clinical Master Social Workers, Licensed Master Social Workers, of Master Social Workers eligible for licensing. These clinicians helped to identify and serve clients exhibiting signs of trauma due to the impact of the hurricane. They utilized the principles of trauma informed care reassuring clients of their safety, reaffirming they were staying in the shelter with them because it was safe leveling the situation, helping clients focus on their strengths, and showing a great deal of compassion and empathy. Upon completion of this assignment, Endeavors was referred to the Florida Office of Emergency Services as they were seeking assistance with operating an unknown number of shelters pending the assessment of the impact of Hurricane Ian. To accommodate their needs, Endeavors quickly found lodging for the staff, utilizing one of several corporate hotel provider partners. Staff were transported, utilizing our 15 passenger vans, to a hotel in Palm Beach and placed on standby until demobilized, once again demonstrating our ability to respond expeditiously to the needs of those in crisis.

**Catholic Charities of San Antonio Migrant Reception Center (September 2022 – Current) Congregate Shelter:** Endeavors Emergency Services activated and provided 96 staff to help support the ongoing services for Catholic Charities due to Migrant Influx needs. Emergency Services reservists mobilized quickly to help operate a non-congregate shelter 24 hours a day, seven-days a week. Services to clients consist of intake processing, orientation, cot assignment, personal hygiene supplies and clothing distribution, coordination and supervision of showering schedules, shelter monitoring, food distribution, entering of data in Web EOC software, and travel coordination for clients being discharged.

**El Paso Migrant Shelter Operation & Processing Center (December 2022 – January 2023) Congregate Shelter:** Endeavors Emergency Services activated and provided 70 staff to help operate the ongoing services for El Paso Office of Emergency Management due to Migrant Influx needs. Emergency Services reservists mobilized and stood up a congregate shelter at a Middle School operating 24 hours a day, seven-days a week. Services to clients consisted of intake of arrivals, orientation, cot assignment, resource distribution, shelter monitoring, meal procurement and distribution, hyper-sanitization, security services,



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arranging of transportation for client's destinations, contact to sponsors and referrals, and entering of data into our Vision Link software which is utilized to track and capture client data and produce reports as required by the contractor. Staff worked with the City of El Paso to locate one remaining family to an existing permanent shelter pending housing placement. Staff ensured demobilization of shelter adhered to school standards to pre-occupancy condition.

*b. Education, training, and/or certifications held by staff performing the proposed work, including confirmation that background checks are performed on all employees and contracted staff.*

Endeavors employs over 1,600 reservists whose educational backgrounds consist of high school diploma, associate's, bachelor's, and master's degrees with most majoring in Business Administration, Criminal Justice, Social Work, Counseling and Psychology. These reservists have completed training in FEMA Emergency Management Independent Study (IS), National Incident Command System Core Curriculum Courses, and First Aid & CPR Certifications. In addition, 65% of our reservists are bi-lingual Spanish/English. All Endeavors reservists undergo a full background check process that includes the following:

- County Criminal Records Search
- State Criminal Court Search
- Federal Criminal Records Search
- National Criminal Database Alias Search
- Global Security Watch List
- Sex Offender Records Search
- Trade House Data
- Healthcare Compliance Search

Endeavors also has a cadre of professional staff within the Emergency Services Department who have worked on most of the operations listed within this proposal. These staff members are utilized to respond and assist with each disaster, even when not included in the budget. This staff consists of former fire department and law enforcement professionals who have experience dealing with Critical Incidents and the utilization of the National Incident Management System (NIMS). The staff have degrees in Business Administration, Doctorates in Social Work and Doctorates in Education to cite a few. Resumes can be provided upon request.



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*c. Demonstrated knowledge of Federal Emergency Management Agency (FEMA) response and National Incident Management System (NIMS) programs. As expressed in Attachment A.*

In addition to the FEMA NIMS & ICS courses noted in section B, Endeavors Reservists are trained on the basics of emergency planning that also includes the following courses from FEMA Emergency Management Institute:

- IS-244.b: Developing and Managing Volunteers
- IS-288.a: The Role of Volunteer Organizations in Emergency Management
- ICS-300: Intermediate ICS for Expanding Incidents
- ICS-400: Advanced ICS
- IS-405: Mass Care/Emergency Assistance Overview
- IS-703 NIMS Resource Management

The list of contracted/grant services we have provided demonstrate the competence of our staff in their ability to understand the roles within the Incident Command Structure and to ensure they adhere with the training they receive. Our reservists deploy with diverse trainings and certifications, as mentioned above, to ensure we provide a client-focused approach and strive for a fluid operation. These trainings include COVID-19 Safety Training, Red Cross CPR & First Aid, Homelessness Awareness, Migrant Client Sensitivity and Disaster Recovery Process & Plans.

*d. Demonstrated knowledge of a local governmental emergency response, particularly as it relates to emergency shelter operations, mass feeding, and mass community care.*

Endeavors works closely with multiple municipal governments at the city and county level to provide emergency shelter operations. We have provided emergency shelter capability to respond to inclement weather to ensure people experiencing homelessness are able to come indoors during cold weather and during the height of the pandemic (City of Dallas), provide additional capacity to care for migrants coming across the U.S. border (City of El Paso, City of San Antonio, and DHS ICE), shelter capacity in response to natural disasters (Hurricane Harvey, Maria, Ida, and Ian), and surge shelter capability for unaccompanied migrant children (Office of Refugee Resettlement).

Many of our shelter operations have been at the request of local cities, where the city emergency response department has incident command control and Endeavors serves as the shelter operator. We are experienced in collaborating closely with local officials to ensure the correct personnel have ample information about the operation of the shelter and to ensure Endeavors personnel can adjust operations on short notice as local needs evolve.

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Key to our success has been the deployment of seasoned shelter managers, who are able to work closely with municipal leadership while managing all elements of a rapid deployment, including all vendors working for Endeavors and personnel deployed by Endeavors. Over the past 11 years, we have developed strong partnership with a number of organizations who are experts in emergency nutrition response, including as recently as December 2022 when Endeavors was asked to open a migrant shelter with 2 days' notice – we were able to collaborate with long standing nutrition and security partners to open the facility on the expected timeline with all elements – including mass feeding – in place for the City of El Paso.

Endeavors Reservists have gained a wealth of knowledge in emergency shelter capacity throughout the 11 years we have conducted our long/short term shelter operations. Our staff have operated at a full-scale shelter, servicing over 1,000 - 7,000 disaster survivors as outlined in the above section 6.3 Scope of Work, A. The following is a synopsis of those shelter operations listed above:

- Administration for Children and Families Office of Refugee and Resettlement (ORR)-Lackland UAC Influx Congregate Shelter Services (March 2012-February 2015)
- Hurricane Harvey Response Houston and Port Arthur, Texas-Congregate Shelter Services (August 2017-September 2017)
- El Paso Opportunity Center Congregate Shelter Services (April 2020-April 2021)
- Dallas Texas OHS Emergency Homeless Congregate and Non-Congregate Shelter Services (April 2020-Current)
- Dallas Texas OEM Hurricane Laura Evacuee Non-Congregate Shelter Services (August 2020-October 2020)
- El Paso Transportation Services (August 2020-March 2022)
- El Paso Inspira Non-Congregate Shelter Services (November 2020-March 2022)
- City of San Antonio Isolation Care Facility Non-Congregate Shelter Services (January 2021-October 2022)
- Administration for Children & Families Office of Refugee & Resettlement (ORR) Pecos Children Center Congregate Shelter Services (March 2021-Current)
- City of Uvalde, Texas Emergency Mental Health Services (July 2022-Current)
- Pinellas County Hurricane Ian Non-Congregate Shelter Services (September 2022-October 2022)
- El Paso Migrant Shelter OEM Operations and Processing Center (December 2022-January 2023)

Endeavors has and continues to work with the Texas Department of Emergency Management and Texas Department of Health and Human Services under a 5-year Disaster Case

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Management Plan, where we are contracted to respond as needed should a disaster occur. A similar three-year contract exists with the State of North Carolina's Office of Emergency Management, and we currently are a vendor with the City of Phoenix to provide emergency shelter services as needed. Most recently been selected by Volunteer Florida to provide Disaster Case Management services to 9 counties impacted by Hurricane Ian.

All the above listed shelter operations involve working hand in hand with a variety of federal, state, city, and other local government agencies. We understand the complexities involved in working with these various entities ranging from the need for confidentiality, recognizing media relations are managed by the authorizing agency, understanding the various budgetary funding sources and reporting requirements related to each, and the need for clear and concise communication concerning any incidents needing to be reported so that no one is blind-sided. Providing mass community services during a critical incident requires a collaborative effort and the recognition of the obligations each of the government entities has to its constituents, something we are intimately familiar with.

*e. Descriptions of a minimum of three (3) similar projects in which the same or similar services were provided for a public sector or government entity, including contact information to verify references.*

**Dallas, Texas OEM Hurricane Laura Evacuee Non-Congregate Shelter Services (August 2020 - October 2020):** Endeavors Emergency Services opened five shelters for Hurricane Laura Evacuees at the Dallas Wyndham, Fairfield Inn, Hilton Anatole, Hyatt Regency and Crowne Plaza as the City of Dallas Office of Emergency Management requested assistance in mobilizing and sheltering 3,000 Hurricane Laura evacuees. We had a total of 50 staff operating these shelters 24 hours a day, seven-days a week. Services to clients consisted of daily essential support responsibilities such as: intake/discharge, room assignment, resource and meal distribution, supply management, laundry pickup/delivery, shelter monitoring, and children's activities. Staff ensured demobilization of shelter adhered to hotel standards returning the sites to pre-occupancy conditions.

Contact: Rocky Vaz, Director Office of Emergency Management 214-670-4275  
[rocky.vaz@dallascityhall.com](mailto:rocky.vaz@dallascityhall.com)

**Dallas, Texas OHS Emergency Homeless Congregate & Non-Congregate Shelter Services (April 2020 – Current):** Endeavors Emergency Services activated and provided 90 staff to help support the ongoing services for City of Dallas due to COVID-19, Inclement Weather, and Homeless Encampment Rehousing. We staffed multiple shelter sites concurrently. Emergency Services reservists assisted in mobilizing and operating congregated and non-congregated shelters 24 hours a day, seven-days a week. Services provided adhered to COVID-19 protocols and procedure guidance provided by the Local Health Authority. The

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shelter monitors provided daily essential support services to clients to include daily intake/discharge to shelter, meal distribution, shelter hyper-sanitization, shower trailer management and scheduling, room checks, resource distribution, monitoring of clients for mental health wellness, safety, and laundry pickup/delivery. Staff ensured demobilization of shelters adhered to city standards returning the site to pre-occupancy conditions. Shelter operations were completed at the Kay Bailey Convention Center (Congregate), the Dallas Central Library, and Community Centers. Non-congregate shelters were operated at various hotel locations.

Contact: Lisa Rand, Manager Office of Homeless Solutions Outreach 469-873-6771  
[lisa.rand@dallas.gov](mailto:lisa.rand@dallas.gov)

**Pinellas County Hurricane Ian (September 2022 – October 2022) Congregate Shelters:**

Endeavors Emergency Services provided 147 Shelter Support Staff and 25 Clinicians to help support the preparation for the evacuation of citizens living in the projected path of Hurricane Ian. The staffing was distributed into 25 individual shelters located at designated school buildings after Endeavors facilitated a 3-day turn around to secure transportation, transport staff as quickly as possible to Pinellas County, maintain coordination efforts with the Pinellas County Incident Command Center, collaborate with the Pinellas County Sheriff's Office to ensure our buses were met at the state line and escorted into Pinellas County. Our Incident Commander at our corporate office along with the operations/logistical staff coordinated the bus transportation along with 5 passenger vans utilized for the transporting of staff between the various shelters addressing the redistribution of staff between the various shelter sites. Staff were all trained and prepared for the lockdown that took place once Hurricane Ian impacted Pinellas County. Staff provided services consisting of shelter monitoring, meal distribution, hyper-sanitization, and the shelter shutdowns. Accompanying the shelter staff were 25 clinicians consisting of Licensed Clinical Master Social Workers, Licensed Master Social Workers, of Master Social Workers eligible for licensing. These clinicians helped to identify and serve clients exhibiting signs of trauma due to the impact of the hurricane. They utilized the principles of trauma informed care reassuring clients of their safety, reaffirming they were staying in the shelter with them because it was safe leveling the situation, helping clients focus on their strengths, and showing a great deal of compassion and empathy. Upon completion of this assignment, Endeavors was referred to the Florida Office of Emergency Services as they were seeking assistance with operating an unknown number of shelters pending the assessment of the impact of Hurricane Ian. To accommodate their needs, Endeavors quickly found lodging for the staff, utilizing one of several corporate hotel provider partners. Staff were transported, utilizing our 15 passenger vans, to a hotel in Palm Beach and placed on standby until demobilized, once again demonstrating our ability to respond expeditiously to the needs of those in crisis.

Contact: Abigail Stanton, Director of Contracts 727-464-8437 [astanton@pinellascounty.org](mailto:astanton@pinellascounty.org)

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**El Paso Migrant Shelter Operation & Processing Center (December 2022 – January 2023) Congregate Shelter:** Endeavors Emergency Services activated and provided 70 staff to help operate the ongoing services for El Paso Office of Emergency Management due to Migrant Influx needs. Emergency Services reservists mobilized and stood up a congregate shelter at a Middle School operating 24 hours a day, seven-days a week. Services to clients consisted of intake of arrivals, orientation, cot assignment, resource distribution, shelter monitoring, meal procurement and distribution, hyper-sanitization, security services, arranging of transportation for client’s destinations, contact to sponsors and referrals, and entering of data into our Vision Link software which is utilized to track and capture client data and produce reports as required by the contractor. Staff worked with the City of El Paso to locate one remaining family to an existing permanent shelter pending housing placement.

Contact: Chief Antonio Muro, Assistant Emergency Management Coordinator/Battalion Chief, 915-240-3301, [muroax@elpasotexas.gov](mailto:muroax@elpasotexas.gov)

## 2. Approach

*a. Proposed approach in providing emergency shelter staff support services and identify tasks necessary to meet the RFP requirements of the provision of services. Include enough information to satisfy the evaluators that the Proposer has the appropriate experience, knowledge, and qualifications to perform the scope of services as described herein.*

If Endeavors is contracted to provide these services, our approach would consist of the following:

First, Endeavors monitors all potential weather incidents from the point of origin to their arrival on the U.S. shores as part of our regular operations. Any potential storm or hurricane approaching an area we are contracted to serve would initiate the activation of our corporate emergency operations center to monitor the storm. The monitoring would be conducted in conjunction with the contracted entity; in this case the county’s Office of Emergency Management. Communication, coordination, and collaboration would lead our efforts to ensure we are ready to activate our transportation services, hotel services, Rapid Deployment and Intrepid Staffing Services, and any partners needed to ensure fluid shelter operations. Coordinating our services long before the impact of a critical incident ensures we are ready to deploy with advance notice. Storm tracking will help us determine when we will activate our Corporate EOC and begin preparations for mobilization. Reserve staff are notified to be on standby utilizing our Emergency Alert Software System, this means prepping their go bags and planning to travel at a moment’s notice. Bus transportation is secured from several partners, so we have redundant transportation services and our fleet of vans are prepared for travel. Our hotel partners are contacted and briefed on the number of rooms needed, location we are responding too, and areas deemed safe to lodge our staff prior to their response to the actual shelter sites. The activation of these resources would be coordinated and dependent upon the Pinellas EOC Incident Commander or other designated point of contact. Endeavors

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would be ready to provide Emergency Shelter Support Staff to Pinellas County and the local community to properly cover shelters as follows:

Cat A- 7 to 9 Shelters

Cat B - 10 to 12 Shelters

Cat C - 18 to 25 Shelters

Cat D - 25 Shelters

Cat C- 25 Shelters

(Endeavors recognizes the number of required shelters may vary regardless of the Hurricane Category)

Staffing numbers will be scalable and able to provide support for the minimum of 25 separate shelters and a potential 64,000 evacuees under the direction of Pinellas County Officials. Our mobilization process is based on our proven ability to staff over 40 deployments in response to a variety of emergencies, our experienced shelter management staff, 1,600 multi-skilled emergency reservists provided through our Rapid Deployment Department and Intrepid Staffing Services partner. These reservists have deployed on multiple contracts and activations over several years, remain ready for deployment, and are fulfilling a variety of missions throughout the United States and Puerto Rico.

Endeavors will commence mobilization in accordance with guidance from the Pinellas County OEM, but with proper communication and coordination, could have staff present in standby mode to ensure an immediate on-site response. The deployment of staff, vehicles, and other inventory can be done to have staff on the ground within a minimum 72-hour period to a pre-planned maximum of a 120-hour period based upon when notified to proceed. During the mobilization process, Endeavors will ensure all staff and logistical assets are in place and ready. Endeavors Rapid Deployment will start the process of mobilizing shelter support staff by reaching out via our Alert Mass Notification System. Simultaneously, other logistical assets such transportation, lodging, and meal services (if applicable) will be confirmed. Endeavors Emergency Services EOC Incident Commander will establish a liaison with the Pinellas County Office of Emergency Management to ensure the proper communication, coordination, and collaboration occurs.

Once on the ground, the shelter support staff leaders will establish the different areas needed within each of the designated shelters, proceed to section off, and clearly label the various areas for a smooth flow of operations. Endeavors will ensure all necessary equipment and assets are placed in the designated reception desk (intake), sleeping (dorm), feeding (meal), and resource distribution, are in order to be ready and prepared to serve clients.

Endeavors will have a POC within each shelter to work with shelter managers to set appropriate shelter rules. In order to maintain a successful and seamless rhythm of operation,



we suggest two 12-hour shifts running seven days a week, for the duration of the shelter need. Staff would be relieved every 21 days if the activation lasted longer than the 21-day threshold. Shift change is a critical component of operational integrity, minimizing shift changes with two 12-hour shifts is optimal, the same holds for the number of different individual staff involved, having more than two shifts opens the risk of miscommunication lapses and lack of continuity of operations. Endeavors does not anticipate the shelter lasting longer than 14 consecutive days based on our experience, however we are prepared to sustain the shelter for the duration of the need should it exceed that timeframe.

**Intake Process**

Endeavors will provide a seamless intake process by setting up tables and chairs to accommodate the process. Resident will be greeted and directed to a pre-identified welcome area to start the registration process and complete the required forms for each household to collect basic information about clients and their disaster caused needs. Endeavors will use Pinellas County Shelter Software to capture all data and provide all required reports. Staff will help inform residents about what services are available at the shelter and direct them to next process of their arrival.

**Dorm Management**

Endeavors staff will allocate sleeping areas in a dormitory-style arrangement to include wide accessible aisles between cots allowing 40–60 square feet of sleeping space per person. We plan as much as 100 square feet for people with functional/access needs who require lift equipment, mobility devices and service animals. They will allocate separate spaces for families with small children, single men and women, the elderly, individuals requiring support for assistive technologies, cultural/religious groups, LGBTQ clients, and unique populations (sex offenders etc.), and staff should a lockdown be in place. Staff will then set up cots and place blankets on each cot. Arrangement of cots will be made to allow access for people with disabilities and/or functional or access needs.

Assignment of sleeping areas to shelter residents will be assigned upon completion of intake process. When assigning spaces, staff will take into consideration those residents with functional or access needs, additional assistance, or accommodations to be placed near the restrooms, feeding areas, and emergency exits for easy access and to safely reside at the shelter.

Endeavors staff will draw a room layout, including doors, restrooms, aisles, fire extinguishers, AEDs (automated external defibrillators), and emergency exit doors. This layout will be used to map the locations of shelter resident cot assignments. Endeavors staff will use this layout to assist in keeping accurate shelter counts, learning resident names, giving wake-up calls,



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etc. Signage of schedule times for lights out and quiet hours will be posted in the dormitory area and communicated verbally to residents.

Endeavors' mission is to help protect the privacy and safety and well-being of shelter residents by making sure the dormitory is secure and sanitary. Staff will walk around and monitor dorm area to ensure residents are not storing food in sleeping areas, to prevent residents from bringing firearms, alcohol, illegal drugs, tobacco, and other prohibited items into the dormitory, and be vigilant especially at night.

### **Meal Distribution**

Endeavors staff will ensure a smooth process is in place in the feeding area to accommodate residents. Staff will help organize the serving area in a cafeteria-style service or line feeding. We will make sure the serving areas are accessible to people with functional or access needs and remain accessible to people who require access to food or refrigeration of medication during non-mealtimes.

With coordination from the shelter manager, Endeavors staff will help establish a time for the first meal and create a schedule for mealtimes. Signage of meal hours will be posted in the feeding area for residents to know and announcement will be made on hours. Staff will confirm that the vendor provided meals are setup for distribution to each resident and pass out at each mealtime.

Required trash containers will be placed in appropriate areas for cleaning and hyper-sanitization of tables, chairs, and food areas will be conducted by staff at the end of mealtime. Leftover food will be disposed of or stored according to the direction received by food provider.

### **Resource Distribution**

Endeavors staff will coordinate resource distribution activity to make distribution of resource items available to residents by identifying a designate area that will allow for the flow of clients and organized distribution goods. All distributed resources will be documented to account for the items issued and the clients receiving them.

Staff will help monitor widespread needs for specific items and report back the needs to the shelter manager to help aid with the recovery of residents. Staff will redirect residents to distribution areas when resources become available. Staff will assist with inventory management and documenting how quickly the shelter is using them.

**Household Pet Sheltering**

Endeavors staff will identify within the shelter areas where pets can be housed, exercised, and toileted. Communication to clients with pets will be informed on designated areas. We will have a drop-off welcoming area for client to register pet and develop identification method showing owner/pets together (photographing pet with owners) and wristband/tagging system. Staff will be prepared to help assist with reliable sources for food and supplies (food/water bowls, leashes, collars, kennels) for the pets to be made accessible to those in need of any items. Endeavors will ensure the necessary resources are available for cleaning and sanitizing of pet designated areas. Staff cleaning will be done every time elimination of waste matter need takes place.

**Janitorial**

Endeavors will establish procedures to ensure staff are properly trained and aware of hyper-sanitization, cleaning requirements and schedule. Staff will be equipped with proper PPE and cleaning supplies/equipment to ensure proper cleaning procedures are being followed. Staff will clean areas several times through out the day, even when surfaces appear to be cleaned by using proper cleaning solutions and proper disposal of waste. Bathrooms will be cleaned every hour to ensure proper supplies are made available and thorough cleaning.

**Hygiene**

Prior to arrival and during shelter operations Endeavors staff will do walkthroughs of bathrooms to ensure toilets, and shower areas are well lit and regularly monitored. We will have staff presence and follow safety/security protocols in place 24 hours/day. Endeavors staff will coordinate with Shelter Manager to assess and acquire necessary material resources needed to meet the clients need. Staff will be ready to distribute to client's comfort and hygiene kits and place hand sanitizer throughout the shelter, including all areas where services will be provided.

**Demobilization of Shelter**

Endeavors will develop demobilization plans in coordination with Pinellas County staff. The Shelter Manager will inform staff and will start the process of closing specific areas to gradually reduce the shelter occupancy. Staff will assist the residents and be available to help answer questions by developing and providing an FAQ in advance of the demobilization process. They will also verify that client housing needs have been met and coordinate the relocating of clients to more permanent living arrangements as directed by Pinellas County Officials.

As residents start to exit shelter, staff will start to remove signage form walls, pack up supplies and equipment, sanitize cots, identify broken cots, properly cleaning facility and inspect all areas used and return equipment to proper location. Endeavors staff will restore the shelter facility to pre-disaster condition.

Endeavors staff can be scaled down as shelters demobilize or relocated to a different shelter based on the number of clients and the need for staff.

### **Initial Personnel Training**

All emergency reservists at Endeavors must attend an employee orientation in addition to their position-specific training prior to deployment. The onboarding process and training typically address the shelter's mission and code of conduct; the overall humanitarian context from which the shelter is providing respite; and the specific role the staff member is filling. Training topics include:

- **Working with Disaster Survivors:** This course includes an overview of the most basic resources survivors need after a disaster. The needs are information, food, safety, medical support, and shelter. Other important resources are family, community, school, and friends.
- **Homelessness Awareness:** This course you will learn how to effectively—and compassionately—work with individuals experiencing homelessness. Specifically, you will learn how to use empathy, instead of punishment, to get people to follow your rules.
- **Compassion Fatigue:** This course involves hands on solutions which can make a dramatic difference in the professional and private lives of those working with and around trauma. It impacts the emotional, psychological, physical, social and spiritual well-being of the individual. It offers an understanding of how these areas are affected by the work they are doing and tools to prevent and treat any negative effects of this critical work
- **Cultural Sensitivity:** This course will raise awareness of cross-culture communication, and the importance of words, actions, gestures and body language in cultivating relationships with different people and groups.
- **Disaster recovery process and plans:** This course includes training that encompass both recovery efforts and operations throughout the recovery continuum. The training covers short and long-range strategic, operational, and tactical implications, including public and private sectors, local, state, tribal, and federal governments as well as non-governmental organizations.
- **Red Cross First Aid & CPR:** This course is designed for participants to gain or improve knowledge and skill proficiency in adult first aid, CPR AED for the adult, child and infant
- **Resiliency training:** This course will help improve self-awareness and increase personal resilience. Exploring why resilience is important to us as individuals and the attributes of resilient people. Identifying the participants own resilience levels and how they currently cope with workplace challenges.

- COVID-19 safety training: In this training you will learn how to get people to wear their masks and social distance.
- FEMA NIMS & ICS 100, 200, 700, 800
- Awareness of the Signs of Mental Health Stress: This course will explain mental health challenges as adaptations to stress. These responses often appear as a kind of disconnection from objective reality and often show up as anxiety or depression. Sometimes we see more severe signs like dissociation, panic, and psychosis. Through the lens of stress management, this course explains best practices for interacting with people who may be upset or struggling with symptoms.

A Trauma Informed Approach to Clients: In this course it will take an in-depth look at what trauma is, the biological response to trauma, and behaviors that it may cause. It teaches people how to apply the six principles of trauma informed care: Safety, Trustworthiness & Transparency, Peer Support, Collaboration and Mutuality, Empowerment & Choice, and Cultural, Historical, and Gender Issues. Ensuring all staff have these trainings helps them detect if a client is experiencing trauma and should be referred to the behavioral health staff.

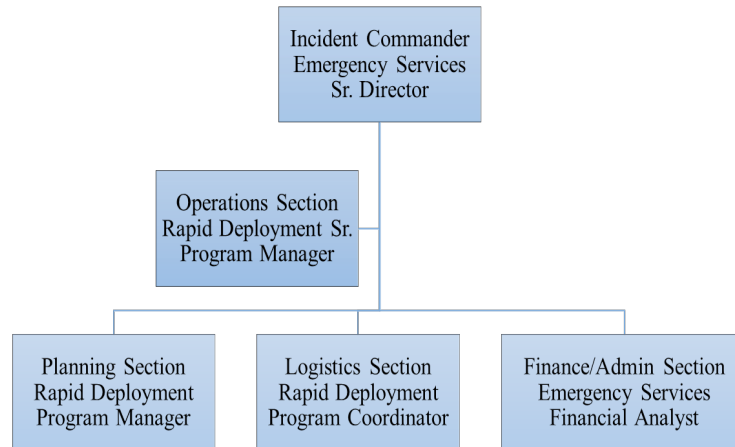
Staff sign a code of conduct that delineates the shelter's rules and ethical principles, along with a waiver and release form, before beginning work at the shelter. Each shelter retains the signed copies, and each staff member receives a photocopy. All Endeavors shelter staff have gone through a full background check to include the following:

- County Criminal Records Search
- State Criminal Court Search
- Federal Criminal Records Search
- National Criminal Database Alias Search
- Global Security Watch List
- Sex Offender Records Search
- Trade House Data
- Healthcare Compliance Search

### **Communication**

Communication with the Pinellas County EOC will be ongoing from pre-mobilization of the shelter staff, daily during operations, all the way to after we have demobilized the site/s. Our Senior Program Manager of Rapid Deployment and Shelter Services will work hand in hand with the designated Pinellas County contact to ensure we are meeting the goals, expectations, and performance measures outlined within the grant.

Our Incident Command Structure (ICS) is as follows:



Endeavors' ability to work together across agencies during emergency incidents of all types (interoperability) depends heavily on our ability to communicate. Our communication follows a well-regulated command structure that establishes roles, responsibilities, and well-understood mechanisms for managing the complexity of the multiagency response. Endeavors communication capabilities in an interoperable response system is built around our operational goals and objectives as determined by the incident and those we are supporting.

*b. Proposed timeline in providing emergency shelter staff support services.*

Endeavors will utilize a timeline consistent with guidance received from Pinellas County. Our past performance with Pinellas under an emergency purchase order demonstrated a minimum response time of 72 hours. As a contracted provider, we would recommend a 120-hour (5-Day) activation enabling us to provide a more coordinated response and limiting some of the emergency usage of other entities, i.e. Sheriff's department. The response time would commence at H-120 as listed in the table below based on communications between the Pinellas OEM Incident Commander and our EOC Incident Commander, this does not preclude a more rapid response should the incident require it.

✓	ACTION
	H-120
<input type="checkbox"/>	Receive notification from Pinellas County to activate the H-Hour Sequence.
<input type="checkbox"/>	Contact and confirm logistical assets from transportation and lodging companies.
<input type="checkbox"/>	Conduct mass notification of the appropriate amount of reservist with plan to activate.

✓	ACTION
<input type="checkbox"/>	Notify and confirm reservist to report to Endeavors rally point within 24 hours.
	H-96
<input type="checkbox"/>	Check-in with Pinellas County Officials and confirm the number of reservist and various positions requested.
<input type="checkbox"/>	Receive reservist at the rally point.
<input type="checkbox"/>	Perform roll call, brief staff on their positions, shifts, and any standby statuses.
<input type="checkbox"/>	Departure to Pinellas County Shelters.
<input type="checkbox"/>	Check all reservist into lodging locations.
<input type="checkbox"/>	RDS POCs report to Pinellas County and begin on site coordination with Pinellas County Officials.
	H-72
<input type="checkbox"/>	Begin steady state operations in conjunction with Pinellas County OEM.
	H-48
<input type="checkbox"/>	Ensure all components were executed correctly for the 72-hour callback.
	H-24
<input type="checkbox"/>	Ensure all needs of Pinellas County are being met by Endeavors.

*c. Proposed activation/response time to designated site(s) of Pinellas County's request.*

Endeavors will commence mobilization efforts within 8 hours of notification request to the provided shelters by deploying the required number of reservists needed based on the shelter size (staffing ratio), this presumes staff were activated to travel to the site and are on standby for activations. Staff would be departing from the hotel lodging to shelter sites. Staff would be transported in vans and/or buses located at the lodging sites.

*d. Proposed minimum and maximum number of staff available and describe how available pool of credentialed staff will be maintained when not activated.*

The minimum number of staff available to deploy would be 15 to a max of 500 (number can be adjusted to exceed max based on operation's needs). During the period of inactivation, the staff will remain engage with FEMA/NIMS online training opportunities, in person paid

training that aligns with scope of work, tabletop exercises to include Just-In-Time training, and monthly check-ins.

*e. Proposed minimum and maximum duration of response, if any.*

Endeavors staff will need to remain mobilized for a minimum of 2 to 3 days after notification. Staff can continue to remain deployed past the required or requested duration of days, to ensure that all operational needs are being met. Demobilization notifications and guidelines can be discussed further as flexibility would be prudent.

*f. Proposed transportation plan for arriving to the designated site(s) and transportation plan on site for deployed staff.*

Upon activation, see section b, contact to our existing transportation partners Daisy, Star Shuttle, and El Paso Bus Ride will be made. Our partnered vendors have been part of our missions and familiarized with our operation process and needs. At H-92 our mobilization team will be in route to Pinellas County. The transportation team will remain with staff to drop off at designated lodging and shelter sites. A fleet of 5 vans will also be part of transportation to assist with movement of staff between shelters if needing to scale down or redeploy to certain shelter sites. Upon demobilization buses will be activated to transport staff back. Transportation partners will often locate buses to a safe area on standby for return travel.

*g. Proposed lodging plan prior to arrival (when not in shelter), plan when required to stay in shelter when storm is imminent, and plan for lodging after the lockdown period.*

Upon activation at H-120 contact to our existing lodging partners Corporate Hospitality, Wyndham Hotels, and others will be made. Our partnered vendors have been part of our missions and familiarized with our operation process and needs. Hotel identification will be solidified prior to arrival and room assignment will consist of two staff per room as limited hotel and room availability will be of concern pending affected areas caused by disaster. In the event of lockdown, all staff will be equipped with the required items needed to remain in a designated area at the shelter site. Once lockdown is lifted, staff will be transported back to hotel. All lodging will be secured in a safe area within a reasonable travel distance to the shelter sites.



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*h. Demonstrated prioritization and/or guarantee of serving Pinellas County if Proposer has contracts with other organizations.*

As listed in the 6.3 scope of work C (a) Endeavors has staffed multiple shelter assignment concurrently with our 1,600 pool of reservist that get activated yearly to deployments. With our 11 years of experience working emergency shelters Endeavors ensures that all customers program needs are met. Endeavors along with its Intrepid Staffing Services continue to grow the number of reserve staff, provide paid training hours, and regular verification of their ability to mobilize to ensure we have sufficient staffing for all our commitments. Endeavors also has a number of additional partner staffing agencies providing both non-clinical as well as clinical support staff to ensure we honor our staffing commitments. Based on our tracking of critical weather incidents, we would ensure the appropriate staff mobilization plans are enacted to provide sufficient staffing for an impending response.

*i. Described all value-added services delivered by the proposing organization that will be leveraged under this proposal.*

Endeavors POC will help create a table of organization that covers the responsibility outlining staff duties according to position allowing us to shift staff from one assignment to another as appropriate. Endeavors can also be part of the after-action meeting to capture lessons learned throughout the sheltering process. Endeavors existing partnerships with lodging vendors, transportation vendors, mobile facilities providers, and numerous other resources will add value to the services provided to those served by Pinellas County.

Integrated into all work done by Endeavors is the foundational approach of serving all clients through a trauma-informed care approach. All deployed personnel and all leadership are trained in understanding how various types of traumas can impact the disaster survivor and how to best support individuals experiencing trauma. In addition to the trauma-informed care approach, Endeavors is also a Zero Suicide grantee from the U.S. Department of Health and Human Services (HHS) Substance Abuse and Mental Health Services Administration (SAMHSA); the Zero Suicide trainings Endeavors offers now also underpins our direct care services to ensure staff have appropriate suicide prevention skills training and know how to recognize warning signs and provide appropriate connections to care. Endeavors Zero Suicide Initiative has trained 487 staff and 823 community partners virtually and in-person across Texas. We have screened 3,491 individuals for suicide risk across various programs - of those, 341 were identified to be at elevated risk of suicide and placed on the Pathway to Care.

### **3. Statement of Work to include:**

*a. Proposed methodology for general population shelter staffing, including recommended number of staff per number of anticipated shelter residents.*

Endeavors recommends a minimum staffing ratio of one staff per every twenty-five persons (1:25) for day shift. This could be impacted by the number of functions or services involved in the shelter's operations. The night shift operation of a shelter for some functions may require less staffing based on the level of service provided during night shift. Staffing ratio of one staff per every fifty persons (1:50) for night shift, though in a lock down situation, the 1:25 staff ratio would remain with night staff assigned additional duties to keep them working.

Table 1: Sheltering Staffing - Two Shifts: Number of total staff will be based on the number of operational shelters.

Shelter Size	Shift	Staff per Shift	Staff Total	Residents per Staff per Shift
50 Shelter Residents	Day	2	3	25
	Night	1		50
100 Shelter Residents	Day	4	6	25
	Night	2		50
150 Shelter Residents	Day	6	9	25
	Night	3		50
200 Shelter Residents	Day	8	12	25
	Night	4		50

Endeavors staffing recommendations are often adjusted based on the input of the contractor to ensure we are fulfilling their staffing expectations based on their operational needs.

b. *Proposed work schedules for shelter staff to include 12-hour shifts.*

Endeavors will be providing two shifts at each location. Endeavors staff will provide the shelter support oversight for 24-hour operation, two 12-hour shifts to operate successfully.

Table 2: Work Schedule Hours

Position	A Shift	B Shift
Shelter Support Staff	8am-8pm	8pm-8am

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*c. Ability to coordinate with existing shelter staff from PCSO, EMS, EM, HS, PCSB, and other key partners.*

Endeavors POC per shelter will work to coordinate with onsite local officials and other key partners to help disseminate correct information regarding shelter operations to shelter residents and assist in any capacity required according to operation's needs. At every shift change, our outgoing POC staff will be part of the handover and brief the incoming staff and local officials. This briefing will include a review of the most recent operational period action plan, significant changes in the response strategy identified by the Shelter Manager and key partners. We will then communicate necessary updates to shelter support and clients. All staff will be equipped with cell phones and Shelter Managers will have access to a portable radio allowing them to communicate directly with the Pinellas EOC to address the need for additional services. We have and continue to coordinate with police, EMS, local health departments and other key partners at each of our ongoing operations ensuring clients are safe and having the necessary outside services not provided at the shelter site.

*d. Description of responsibilities to include: dorm management, meal distribution, client intake, demobilization of shelters, and resource distribution.*

Endeavors will ensure all staff are in place to assist with the following areas of the shelter:

**Dorm management** - Setting up and assigning sleeping areas, coordinating the provision of cots, pillows (if available), blankets and personal hygiene supplies and maintaining a healthy and safe environment to rest.

- Allocate separate spaces for families, single women and single men. Be prepared to make accommodations for religious and cultural requirements.
- Distribute hygiene kits and other supplies (bedding, towels, etc.) if available.
- Ensure that emergency exits are not blocked in any way.
- Conduct a daily walkthrough to ensure that:
  - Emergency exits are operational
  - Exit routes are clear and accessible
  - Windows and doors are secure
  - Floor is clear of trip hazards
- Use dim lighting during sleeping hours.
- Continually monitor the dormitory area to ensure the safety of sleeping/resting residents and to maintain a clean and quiet environment.

**Meal Distribution** – A designated serving and dining area will be identified. Setup of tables and chairs will be arranged to accommodate the maximum number of people expected to be

served at one time. The first meal should be served within four hours of sheltering opening or at the next traditional mealtime and meal schedule will be discussed with Shelter Manager.

- Staff will be briefed on safe food handling procedures, duties and provided with required gloves and hair nets.
- Posting of signs communicating information such as mealtimes, clean-up requests and food restrictions in the dormitory area will be placed around the shelter.
- Staff will ensure that food areas are kept clean and sanitary for storage of meals, snacks, and water.

**Client Intake** - Shelter occupants will be greeted and registered upon arrival. They will complete the required forms for each household to record:

- Family name
- Total number of family members
- Pre-disaster address
- Phone numbers and email addresses
- Method of transportation to the shelter
- Primary language and name(s) of family member(s) who speak English
- Information on individual members:
  - Name
  - Age
  - Gender
  - Arrival date

Staff will also conduct an initial health and mental health screening with each family member by asking if they:

- Are ill or injured?
- Require medication?
- Have dietary restrictions?
- Have mobility or accessibility concerns or functional support requirements?
- Have missing or deceased family member(s) due to this disaster?
- Are they experiencing persistent symptoms of depression, and are they preoccupied with thoughts of death or suicide?

Endeavors is also Zero Suicide grantee from the U.S. Department of Health and Human Services (HHS) Substance Abuse and Mental Health Services Administration (SAMHSA); the Zero Suicide trainings Endeavors offers now also underpins our direct

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care services to ensure staff have appropriate suicide prevention skills training and know how to recognize warning signs and provide appropriate connections to care. When appropriate, clients are referred to Behavioral Health Services and Mental Health Services staff.

Upon completion of the client registration, staff will place completed client information forms in a secure folder to ensure resident confidentiality and/or capture data within the required software systems and complete legible and accurate information about the clients' needs to ensure proper tracking and servicing. Additionally, staff will maintain a system for checking occupants in and out when they leave for any period of time and document on their registration forms the date residents departed and their relocation address.

**Demobilization of Shelters** - Coordination of shelter demobilization with the local EOC and supporting agency will be communicated to staff. Staff will update and share shelter population data including number of residents, number of households and number of individuals who do not have a place to go so that county partner agencies can secure placement at a permanent shelter site. Staff will share shelter closing plans with staff and clients and help coordinate public messaging as needed. Additionally, staff will:

- Determine when the last meal will be served and notify residents and staff.
- Inform residents of pre-arranged services, such as transportation, household pet reunification and other available resources and referrals if available.

Develop and implement a closing schedule to include the following:

- Staff schedule for closing, which may include debriefing and acknowledgement.
- Disposal and/or donation of excess expendable materials and supplies.
- Removal of internal and external signage.
- Cleaning and repairing of site, to return shelter facility to normal use.
- Release of shelter personnel.

**Resource Distribution** – Endeavors staff will identify an appropriate location for distribution that allows for the flow of clients, organization of distribution of goods, collection or receiving supplies at the designated shelter area. Once staff has identified residents' needs, they will then communicate the needs of shelter residents and refer residents to the resource distribution area to help aid in the recovery.

*e. Confirm agreement to use Pinellas County Shelter Software.*

Endeavors agrees to the use of Pinellas County Shelter Software, or any other software needed for tracking of client data. Endeavors staff has used WebEOC and can also be trained in using current ArcGIS software the County is using.

*f. Describe any additional resources needed to support shelter staff.*

Endeavors reserve staff will be deployed with most of the resources they will need. Depending on the activation timeline, we may ask for assistance from law enforcement to escort our buses and vans should highways/roads be closed off when entering the Florida State Line. We anticipate that Pinellas County will provide staff with all equipment, programs, and software required for the performance of Services as indicated herein. Access to printers, copiers, and other amenities common in an office setting should be provided as needed depending upon assigned responsibilities.

Endeavors staff will need to be provided the appropriate sleeping arrangements, meals, and other amenities during a lockdown period. Endeavors staff will work hand in hand with the Pinellas County Sheriff's Office, Emergency Medical Services, Emergency Management staff, Human Services staff, the Pinellas County School Board, and any other key partners to ensure we provided the contracted services.

#### **Recommended Retainer Fee:**

Endeavors would like to recommend an annual retainer fee be paid which would allow us to provide the following services regardless of whether we are mobilized or not:

- Yearly In Person Meetings with OEM staff, site visits, site preparation planning, etc.
- Joint training of staff on policies and practices of Pinellas OEM
- Joint training of staff on computer software being utilized by Pinellas OEM
- Participation on site for two annual tabletop exercises with the Pinellas OEM

These added annual collaborations would enhance and prepare both the Pinellas OEM and Endeavors Emergency staff to provide a cohesive and fluid response should a mobilization occur. The retainer fee is something we recommend be negotiated upon an award.

### 6.3 Scope of Work

#### D. Scope of Work-Clinical/Behavioral Health Shelter Staff Support

1. A detailed summary of proposer qualifications to provide clinical/behavioral health shelter support services as indicated herein, including:

*a. Number of Years/Instances Providing behavioral health services including but not limited to, mental health, trauma-informed care, harm reduction principles, acute mental health de-escalation, public health protocols as appropriate, and shelter residents' outreach/engagement to ensure stability.*

In recent years, the importance of mental health has become more recognized and integrated into society. However, when a mental health emergency arises, many individuals don't know where to turn for help. Fortunately, Endeavors services exist to provide support during these challenging times. Endeavors has provided emergency response behavioral health services during multiple unforeseen natural disasters and nationwide catastrophic events. During some of the recent events that have hit our nation including Hurricane Ian and the Uvalde School shooting, our mental health professionals have been prompt to respond. We are committed to providing exemplary rapid behavioral health services including but not limited to, mental health emergency assessments and evaluations, crisis response, trauma-informed care, harm reduction principles, acute mental health de-escalation techniques, public health protocols as appropriate to community, and shelter residents' outreach/engagement to ensure stability and quality of services for our clients across all areas of practice.

Behavioral health services are a key capability of Endeavors and our partners with our approach designed with an overall approach wellness. Endeavors services are underpinned by the six guiding principles of wellness: Mind-Body, Connectedness, Spiritual, Environmental, Economic, and Knowledge. The Endeavors Wellness Model revamps the traditional health model by including six principles of wellness in a supportive and positive environment to increase the health and wellbeing of our clients and their families. It is a collaborative integrated health approach with a focus on combining evidenced based, traditional western and non-traditional eastern medicine, mental healthcare, physical health, and holistic services for all clients.

Since 2016, Endeavors has operated Military Family mental health clinics for the Steven A. Cohen Veterans Network (CVN). We have 51 full time staff members providing therapeutic services for active-duty members, veterans, and their families at three clinics in Texas – all three clinics are accredited with the Commission on Accreditation of Rehabilitation Facilities (CARF). In 2022, we served 2,500 clients, and to-date, we have exceed serving 10,500 clients while continuing to expand our capability to serve more clients within the CVN network. Services consist of the following:

- Outpatient mental health services



- Parenting classes
- Brief crisis intervention
- Brief supportive counseling
- Medication management
- Peer support services and case management

Starting in 2020, Endeavors serves as national mental health provider as a subcontractor to the U.S. Department of Homeland Security (DHS) Immigration and Customs Enforcement (ICE) for migrant families awaiting immigration proceedings through the Alternatives to Detention program. Endeavors clinicians and personnel provide therapeutic services to clients in 30 cities across the U.S., as well as parenting classes, trafficking screenings, and life skills coaching.

Since 2021, Endeavors operates a large congregate shelter for unaccompanied migrant children through a contract with HHS Office of Refugee Resettlement (ORR). In the past two years, Endeavors has cared for 36,128 children, providing each child with a mental health assessment upon arrival at the facility, and then an individual counseling session at least once per week and two group therapy sessions per week. Endeavors also incorporates additional types of therapy, including music, art, pet, and horticulture. At the height of the operation, Endeavors had over 200 mental health staff working at the shelter every day to provide support to the migrant children.

Endeavors also provided shelter capabilities for ICE for migrant families arriving at the U.S. border in Texas and Arizona through the Emergency Family Staging Center program. Over a one-year period from March 2021 to March 2022, Endeavors cared for nearly 15,000 family units, comprised of nearly 45,000 individuals – all migrant families traveling to the U.S. with children under the age of 6. All clients served at Endeavors 8 shelter locations (three in Arizona and five in Texas), received health and mental health screenings; Endeavors had a licensed clinical counselor assigned to each shelter to conduct the initial screening and provide support while the families were at the shelter.

*b. Education, training, and/or certifications held by staff performing the proposed work.*

Our mental health professionals have been trained in various areas of mental health and programs across the nation. Mental health clinicians are master level professionals who are licensed, eligible, or have received licensure from an accredited licensing board. Endeavors mental health clinicians licensing and training consists of the following:

- Doctorate in Social Work, Bachelor of science in biology and Doctor of Medicine, Psychiatric mental health nurse practitioner and Masters of Science in Nursing.
- Master's degrees in Social Work, Counseling or Psychology.

- Bachelor's Degrees in Social Work, Counseling or Psychology
- Licensed Masters Social Workers, Licensed Clinical Social Worker
- Licensed Professional Counseling, Licensed Professional Counseling Associate
- Licensed Marriage and Family Therapist, Licensed Marriage and Family Therapist Associate
- Licensed Chemical Dependency Counselor
- Licensed Bachelor Social Worker
- Commission for Case Manager Certification
- Certified Peer Support Specialist
- Training:
  - Trauma-Informed Care
  - Cognitive Processing Therapy
  - Cognitive Behavioral Therapy (CBT)
  - CBT for Insomnia
  - CBT for Depression
  - CBT for suicide prevention
  - Ask About Suicide to Save a Life Training
  - Counseling on Access to Lethal Means (CALM)
  - Columbia Suicide Severity Rating Scale Training (CSSRS)
  - SafeTALK Training
  - Applied Suicide Intervention Skills Training (ASIST)
  - Mental Health First Aid
  - Prolonged Exposure

All clinical staff have the same criminal background checks conducted as our emergency support staff. All certifications and licenses are also confirmed.

*c. Demonstrated knowledge of Federal Emergency Management Agency (FEMA) response and National Incident Management System (NIMS) programs.*

Endeavors has staffed a variety of professionals with working backgrounds in different areas of government services. With this approach, our employees have been able to exceed expectations in assisting all declared domestic disasters and emergencies, while understanding the importance of all Federal Emergency Management Agency Response implementations. Our staff continues to succeed in these areas by receiving the National Incident Management System training program that ensures we are prepared to response to any emergency with a disaster risk reduction during crucial times. In addition to the FEMA NIMS & ICS courses, Endeavors Clinical/Behavioral Health Reservist training includes the following courses from FEMA Emergency Management Institute:

- ICS-400 Advanced ICS
- IS-405: Mass Care/Emergency Assistance Overview

- IS-703 NIMS Resource Management

*d. Demonstrated knowledge of a local governmental emergency response, particularly as it relates to emergency shelter operations, mass feeding, and mass community care, including clinical behavioral health interventions.*

Endeavors works closely with multiple municipal governments at the city and county level to provide emergency shelter operations. We have provided emergency shelter capability to respond to inclement weather to ensure people experiencing homelessness are able to come indoors during cold weather and during the height of the pandemic (City of Dallas), provide additional capacity to care for migrants coming across the U.S. border (City of El Paso, City of San Antonio, and DHS ICE), shelter capacity in response to natural disasters (Hurricane Harvey, Maria, Ida, and Ian) and surge shelter capability for unaccompanied migrant children (Office of Refugee Resettlement).

Many of our shelter operations have been at the request of local cities, where the city emergency response department has incident command control and Endeavors serves as the shelter operator. We are experienced in collaborating closely with local officials to ensure the correct personnel have ample information about the operation of the shelter and to ensure Endeavors personnel can adjust operations on short notice as local needs evolve.

Key to our success has been the deployment of seasoned shelter managers, who are able to work closely with municipal leadership while managing all elements of a rapid deployment, including all vendors working for Endeavors and personnel deployed by Endeavors. Over the past 11 years, we have developed strong partnership with a number of organizations who are experts in emergency nutrition response, including as recently as December 2022 when Endeavors was asked to open a migrant shelter with 2 days' notice – we were able to collaborate with long standing nutrition and security partners to open the facility on the expected timeline with all elements – including mass feeding – in place for the City of El Paso. Ensuring clients feel safe and well-cared for during an emergency shelter operation requires appropriate staffing levels, including deploying mental health personnel during response operations. Even short term, mental health first aide-type of interventions can help stabilize clients who are recovering from a disaster to ensure they are able to start rebuilding their lives.

Endeavors Reservists have gained a wealth of knowledge in emergency shelter capacity throughout the 11 years we have conducted our long/short term shelter operations. Our staff have operated at a full-scale shelter, servicing over 1,000 - 7,000 disaster survivors as outlined in the above section 6.3 Scope of Work, A. The following is a synopsis of those shelter operations listed above:

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- Administration for Children and Families Office of Refugee and Resettlement (ORR)-Lackland UAC Influx Congregate Shelter Services (March 2012-February 2015)
- Hurricane Harvey Response Houston and Port Arthur, Texas-Congregate Shelter Services (August 2017-September 2017)
- El Paso Opportunity Center Congregate Shelter Services (April 2020-April 2021)
- Dallas Texas OHS Emergency Homeless Congregate and Non-Congregate Shelter Services (April 2020-Current)
- Dallas Texas OEM Hurricane Laura Evacuee Non-Congregate Shelter Services (August 2020-October 2020)
- El Paso Transportation Services (August 2020-March 2022)
- El Paso Inspira Non-Congregate Shelter Services (November 2020-March 2022)
- City of San Antonio Isolation Care Facility Non-Congregate Shelter Services (January 2021-October 2022)
- Administration for Children & Families Office of Refugee & Resettlement (ORR) Pecos Children Center Congregate Shelter Services (March 2021-Current)
- City of Uvalde, Texas Emergency Mental Health Services (July 2022-Current)
- Pinellas County Hurricane Ian Non-Congregate Shelter Services (September 2022-October 2022)
- El Paso Migrant Shelter OEM Operations and Processing Center (December 2022-January 2023)

Endeavors continues to work with the Texas Department of Emergency Management and Texas Department of Health and Human Services under a 5-year Disaster Case Management Plan, where we are contracted to respond as needed should a disaster occur. A similar three-year contract exists with the State of North Carolina's Office of Emergency Management, and we currently are a vendor with the City of Phoenix to provide emergency shelter services as needed. Most recently Endeavors has been selected by Volunteer Florida to provide Disaster Case Management services to 9 counties impacted by Hurricane Ian.

All the above listed shelter operations involve working hand in hand with a variety of federal, state, city, and other local government agencies. We understand the complexities involved in working with these various entities ranging from the need for confidentiality, recognizing media relations are managed by the authorizing agency, understanding the various budgetary funding sources and reporting requirements related to each, and the need for clear and concise communication concerning any incidents needing to be reported so that no one is blind-sided. Providing mass community services during a critical incident requires a collaborative effort and the recognition of the obligations each of the government entities has to its constituents, something we are intimately familiar with.

*e. Demonstrated knowledge of substance use and behavioral health symptoms.*

Endeavors incorporates substance abuse and behavioral health symptom training for personnel to ensure that we can appropriately identify unique substance use or behavioral health challenges a client may be experiencing. Multiple grants Endeavors currently operates have a substance abuse and behavioral health element as part of the services we are providing to clients.

Endeavors mental health professional are ready to respond to mental health emergencies caused by a variety of factors, including but not limited to trauma, grief, relationship problems, job stress, financial difficulties, substance abuse, and psychiatric disorders. In some cases, a mental health emergency such as substance use may be precipitated by a physical illness or traumatic event. Our mental health clinicians have additional training and licenses as Licensed Chemical Dependency Counselor (LCDC) to assist with ensuring our clients are getting the best quality services despite the state of emergency.

Our behavioral health programs adhere to the following:

- Mental health treatment programs complete a Biopsychosocial with all new clients to gather information on presenting problems to include screenings for substance use disorders, suicide risk screenings, depression risk screenings, Anxiety symptoms, Post-Traumatic Stress Disorder
- Measurement Based Care Measurements: Patient Health Questionnaire-Nine (PHQ-9), Generalized Anxiety Disorder-Seven (GAD-7), PTSD Checklist for DSM-5 (PCL-5), Columbia Suicide Severity Rating Scale (C-SSRS). Quality of Life Enjoyment and Satisfaction Questionnaire Short Form (Q-LES-Q-SF), Alcohol Use Disorders Identification Test (AUDIT), Brief Screener for Tobacco, Alcohol, and other Drugs (BSTAD), Opioid Risk Tool-ODT (ORT-ODT), Clinical Opiate Withdrawal Scale,
- Clinical Observation and Constellation of Symptoms: All mental health providers are trained to observe they're during the treatment interactions and to document the client's mental status exam, bizarre or odd behaviors or movements, and use direct quotes from the clients to spotlight how the client reports their current concerns, needs and presenting issues. These observations, director quotes coupled with the measurement-based care (as appropriate for presenting issue) and the completed Biopsychosocial all the mental health provider to formulate a DSM-5-TR diagnosis.

*f. Demonstrated knowledge of de-escalation tactics for substance use and behavioral health symptoms, including recommended clinical intervention.*

As part of Endeavors' Behavioral Health department and the work being done throughout Endeavors by our clinicians, our team is experienced at identifying and de-escalating clients who are experiencing substance use disorder or behavioral health challenges. Key to this ability is our focus on training for our personnel to ensure they are able to identify the signs and then either de-escalate themselves or immediately seek support from staff with additional training, particularly those whom we have provided Crisis Prevention Institute (CPI) training where they are trained on safe management of disruptive or assaultive behavior. Critical to ensuring the client and staff member safety is training to ensure staff communicate quickly with supervisory and security personnel.

Our work as part of the Cohen Veterans Network has allowed us to work closely with active duty members, veterans, and their families where we regularly encounter clients with substance use disorders or acute behavioral health challenges. Endeavors has developed policies and procedures to ensure staff are fully trained on how to respond in challenging circumstances, and how to appropriately support clients with unique SUD or acute challenges.

*g. Demonstrated knowledge of stressful situations in congregate shelters.*

Endeavors' experience working in shelters providing for the homeless, for those with COVID-19, and for migrants coming into the US has provided us with a great deal of knowledge related to the stressors that can be found amongst shelter occupants and the stresses felt by those staff serving these clients. We have trained our staff to be ready to de-escalate a client, to seek assistance when it appears the clients is not de-escalating and to ensure they remain caring and compassionate when addressing the needs of the clients. In the case of those in homeless shelters, we are aware of the mental illnesses that plague those experiencing homelessness, the self-medication with illegal substances, and the sense of desperation they experience. Our partner agencies have also provided a resource to our staff in the event a client has an outburst that affects their well-being and others around. It is a Crisis Team that they can contact virtually to assess the client's behavior and decide if further mental health evaluation is needed.

Congregate shelters opened in response to a natural disaster often take clients away from the comfort of their homes and place them in an environment where they often feel unsafe, unsupported, and unable to access the resources they need. Staff are trained on the differing stressors that clients faced based on the type of shelter where they are staffed. We have come to understand that most clients seek to be heard and to be heard by someone who cares enough to listen to them and respond. Ensuring the safety of all people at the shelter – clients and

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staff – is something Endeavors prioritizes by designing layouts that maximize safety, ensuring appropriate staffing levels of shelter personnel, leadership positions, as well as security personnel on the interior and perimeter of the shelter, as well as well-coordinated communication between shelter personnel to ensure staff can ask for backup support if-needed.

*h. Description of three (3) similar projects in which the same or similar services were provided for a public sector or government entity, including contact information to verify references.*

**Administration for Children and Families Office of Refugee and Resettlement – Pecos Children’s Center, ORR (March 2021 – Current) Congregate:** Emergency Services Reservist & Migrant Services executed mobilization and operations of a congregate shelter 24 hours a day, seven days a week providing the following: Max Capacity of 3,000 beds for Unaccompanied Minors, served over 36,000 youth, implemented COVID-19 protocols and procedures, provided 24/7 medical care (including a full initial medical screening) mental health care (initial mental health assessment, weekly individual sessions, and twice-weekly group sessions), 3 daily meals plus ample access to snacks, clothing, case management, full education (six hours per day M-F), access to religious services, recreation programs-soccer, basketball, board games, music, and pet/horticultural therapy. Daily reporting in compliance with ORR policies. Staff undergo a Tier 2 federal suitability determination, in addition to all employer-sponsored background checks.

U.S. Health and Human Services Office of Refugee Resettlement  
Contracting Officer Representative Gilbert (Tony) Canales  
Email: gilbert.canales@acf.hhs.gov  
Desk: (202)545-4873  
GFE Mobile: (202)961-5448

**Emergency Family Reception Centers, DHS Response 2021, Department of Homeland Security-ICE (March 2021 – December 2021) Non-Congregate**

Within 72 hours, Emergency Services Reservist & Migrant Services executed mobilization and operations of non-congregate shelter with a team of Tier 4 federally cleared reservist providing the following:

- Served over 43,941 individuals & 15,145 Families
- Following COVID-19 protocols and procedures
- 24/7 Medical and Mental Health Services
- Rapid COVID Testing



- Transportation
- Site information technology
- Culturally appropriate Meals-3 Meals a day
- 24/7 access to Snacks
- Clothing
- Case Management
- Client Transportation Assistance/Coordination
- Access to Religious and Legal Services
- Security
- Daily reporting to Immigration and Customs Enforcement

Contact:

U.S. Department of Homeland Security Immigrations and Customs Enforcement

Contracting Officer Representative Janae Tillery

Email: [janae.tillery@ice.dhs.gov](mailto:janae.tillery@ice.dhs.gov)

Desk: 202-732-6567

**Pinellas County Hurricane Ian (September 2022 – October 2022) Non-Congregate:**

Endeavors Emergency Services provided 147 Shelter Support Staff and 25 Clinicians to help support the preparation for the evacuation of citizens living in the projected path of Hurricane Ian under an emergency purchase order. The staffing was distributed into 25 individual shelters located at designated school buildings after Endeavors facilitated a 3 day turn around to secure transportation, transport staff as quickly as possible to Pinellas County, maintain coordination efforts with the Pinellas County Incident Command Center, collaborate with the Pinellas County Sheriff's Office to ensure our buses were met at the state line and escorted into Pinellas County. Our Incident Commander at our corporate office along with the logistical staff accompanying our staff, coordinated the buses along with five 15 passenger vans to be utilized for the transporting of staff within the various shelters to address any needs for the redistribution of staff. Staff were all trained and prepared for the lockdown that was to take place once the Hurricane or the effects of Hurricane Ian reached Pinellas Country. With the staff were 25 clinicians who were Licensed Clinical Master Social Workers, Licensed Master Social Workers, of Master Social Workers eligible for licensing. These staff provided Behavioral Mental Health services to clients experiencing trauma due to the impending hurricane and the fear for their safety, the safety of their loved ones, and the safety of their homes. Shelter staff were able to identify those clients' exhibiting signs of mental

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trauma or clients self-identified, in both cases the clinician on the shift was utilized to help provide a trauma informed approach to the client to reduce anxiety and help client feel safe and secure.

Contact: Abigail Stanton, Director of Contracts 727-464-8437 [astanton@pinellascounty.org](mailto:astanton@pinellascounty.org)

**Dallas, Texas OEM Hurricane Laura Evacuee Non-Congregate Shelter Services (August 2020 - October 2020):** Endeavors Emergency Services opened five shelters for Hurricane Laura Evacuees at the Dallas Wyndham, Fairfield Inn, Hilton Anatole, Hyatt Regency and Crowne Plaza as the City of Dallas Office of Emergency Management requested assistance in mobilizing and sheltering 3,000 Hurricane Laura evacuees. We had a total of 50 staff operating these shelters 24 hours a day, seven-days a week. Services to clients consisted of daily essential support responsibilities such as: intake/discharge, room assignment, resource and meal distribution, supply management, laundry pickup/delivery, shelter monitoring, and children's activities. Staff ensured demobilization of shelter adhered to hotel standards returning the sites to pre-occupancy conditions.

Contact: Rocky Vaz, Director Office Emergency Management 214-670-4275 [rocky.vaz@dallascityhall.com](mailto:rocky.vaz@dallascityhall.com)

**Dallas, Texas OHS Emergency Homeless Congregate & Non-Congregate Shelter Services (April 2020 – Current):** Endeavors Emergency Services activated and provided 90 staff to help support the ongoing services for City of Dallas due to COVID-19, Inclement Weather, and Homeless Encampment Rehousing. We staffed multiple shelter sites concurrently. Emergency Services reservists assisted in mobilizing and operating congregate and non-congregate shelters 24 hours a day, seven-days a week. Services provided adhered to COVID-19 protocols and procedure guidance provided by the Local Health Authority. The shelter monitors provided daily essential support services to clients to include daily intake/discharge to shelter, meal distribution, shelter hyper-sanitization, shower trailer management and scheduling, room checks, resource distribution, monitoring of clients for mental health wellness, safety, and laundry pickup/delivery. Staff ensured demobilization of shelters adhered to city standards returning the site to pre-occupancy conditions. Shelter operations were completed at the Kay Bailey Convention Center (Congregate), the Dallas Central Library, and Community Centers. Non-congregate shelters were operated at various hotel locations.

Contact: Lisa Rand, Manager Office of Homeless Solutions Outreach 469-873-6771 [lisa.rand@dallas.gov](mailto:lisa.rand@dallas.gov)

## 2. Approach

*a. Proposed approach in providing behavioral health shelter staff support services including clinical intervention support and identify tasks necessary to meet the RFP requirements of the provision of services. Include enough information to satisfy the evaluators that the Proposer has the appropriate experience, knowledge, and qualifications to perform the scope of services as described herein.*

Endeavors views behavioral health as a core competency alongside of rapid response. Over the past decade, we have developed Endeavors standards for our delivery of mental health care, under the direction of our Chief of Behavioral Health. All service delivery of mental health, regardless of which grant or Endeavors department, meet the clinical standards developed by the Behavioral Health department and is routinely audited for compliance to ensure the programs are meeting the standards. The clinical standards are wide-ranging, including employee qualifications, specificity on modality of the therapeutic intervention being offered, type of oversight provided by the supervisor, and cadence of desk audits and peer reviews.

Behavioral health services are provided as both dedicated programs (including through the CVN Military Family Clinics) as well as integrated into other programs, including our rapid rehousing programs, veteran's supportive services programs, and our shelter work for migrant families and children.

Based on Endeavors' experience running shelters for people experiencing homelessness and for migrant families newly arrived in the U.S., our methodology for the behavioral health staffing is focused on a mental health first aide approach to provide immediate stabilization for people going through crisis. Since the modality of care is not intended to be the start of a long-term relationship and the clinicians need to help stabilize those seeking shelter, we use a 1:50 approach with one clinician for every 50 residents in the shelter. For each team of clinicians (up to 8 clinicians per team), we have a licensed clinical supervisor to provide clinical oversight. All Endeavors behavioral health providers follow the standards developed by Endeavors' Chief of Behavioral Health.

*b. Proposed timeline in providing behavioral health shelter staff support services.*

Endeavors will utilize a timeline consistent with guidance received from Pinellas County. Our past performance with Pinellas under an emergency purchase order demonstrated a minimum response time of 72 hours. As a contracted provider, we would recommend a 120-hour (5-Day) activation enabling us to provide a more coordinated response and limiting some of the emergency usage of other entities, i.e., Sheriff's department. The response time would commence at H-120 as listed in the table below based on communications between the

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Pinellas OEM Incident Commander and our EOC Incident Commander, this does not preclude a more rapid response should the incident require it.

This timeline shall commence at Hours (H) -120.

✓	ACTION
	H-120
<input type="checkbox"/>	Receive notification from Pinellas County to activate the H-Hour Sequence.
<input type="checkbox"/>	Contact and confirm logistical assets from transportation and lodging companies.
<input type="checkbox"/>	Conduct mass notification of the appropriate amount of reservist with plan to activate.
<input type="checkbox"/>	Notify and confirm reservist to report to Endeavors rally point within 24 hours.
	H-96
<input type="checkbox"/>	Check-in with Pinellas County Officials and confirm the number of reservist and various positions requested.
<input type="checkbox"/>	Receive reservist at the rally point.
<input type="checkbox"/>	Perform roll call, brief staff on their positions, shifts, and any standby statuses.
<input type="checkbox"/>	Departure to Pinellas County Shelters.
<input type="checkbox"/>	Check all reservist into lodging locations.
<input type="checkbox"/>	RDS POCs report to Pinellas County and begin on site coordination with Pinellas County Officials.
	H-72
<input type="checkbox"/>	Begin steady state operations in conjunction with Pinellas County OEM.
	H-48
<input type="checkbox"/>	Ensure all components were executed correctly for the 72-hour callback.
	H-24
<input type="checkbox"/>	Ensure all needs of Pinellas County are being met by Endeavors.

*c. Proposed activation/response time to designated site(s) of Pinellas County's request.*

Endeavors will commence mobilization efforts within 8 hours of notification request to the provided shelters by deploying the required number of reservists needed based on the shelter

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size (staffing ratio), this presumes staff were activated to travel to the site and are on standby for activations. Staff would be departing from the hotel lodging to shelter sites. Staff would be transported in vans and/or buses located at the lodging sites.

*d. Proposed minimum and maximum number of staff available and describe how available pool of credentialed staff will be maintained when not activated.*

The minimum number of staff available to deploy would be 25 to a max of 50. During the period of inactivation, the staff will remain engage with FEMA/NIMS online training opportunities, in person paid training that aligns with scope of work, tabletop exercises and monthly check-ins.

*e. Proposed transportation plan for arriving to the designated site(s) and transportation plan on site for deployed staff.*

Upon activation at H-120 contact to transportation vendors Daisy, Star Shuttle, and El Paso Bus Ride will be made. Our partnered vendors have been part of our missions and familiarized with our operation process and needs. At H-92 our mobilization team will be in route to Pinellas County. The transportation team will remain with staff to drop off at designated lodging and shelter sites. A fleet of 5 vans will also be part of transportation to assist with movement of staff between shelters if needing to scale down or redeploy to certain shelter sites. Upon demobilization, buses will be activated to transport staff back. Transportation partners will often locate buses to a safe area on standby for return travel.

*f. Proposed lodging plan prior to arrival (when not in shelter), plan when required to stay in shelter when storm is imminent, and plan for lodging after the lockdown period.*

Upon activation at H-120 contact to lodging vendors Corporate Hospitality, Wyndham Hotels, and others will be made. Our partnered vendors have been part of our missions and familiarized with our operation process and needs. Hotel identification will be solidified prior to arrival and room assignment will consist of two staff per room as limited hotel and room availability will be of concern pending affected areas caused by disaster. In the event of lockdown, all staff will be equipped with the required items needed to remain in a designated area at the shelter site. Once lockdown is lifted, staff will be transported back to hotel. All lodging will be secured in a safe area within a reasonable travel distance to the shelter sites.

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*g. Demonstrated prioritization and/or guarantee of serving Pinellas County if Proposer has contracts with other organizations.*

As listed in the 6.3 scope of work D (a) Endeavors has staffed multiple shelter assignment concurrently with our 1,600 pool of reservist that get activated yearly to deployments. With our 11 years of experience working emergency shelters Endeavors ensures that all customers program needs are met. Endeavors also has several additional partner staffing agencies providing both non-clinical as well as clinical support staff to ensure we honor our staffing commitments. Based on our tracking of critical weather incidents, we would ensure the appropriate staff mobilization plans are enacted to provide sufficient staffing for an impending response.

*h. Described all value-added services delivered by the proposing organization that will be leveraged under this proposal.*

Here are some of the valued-added services to be leveraged by Endeavors:

- Wellness Services: The Endeavors Wellness App can be utilized to offer on demand exercise, meditation and mindfulness instruction, stress reduce and stress cycle management information. Designated Staff will be trained in how to deliver this class in person as well.
- Zero Suicide: All staff can be trained in how to screen shelter residents for suicide risk. This screening helps to identify anyone who may be thinking about dying by suicide. The Zero Suicide program also supports the staff to know how to provide care to any resident who is at risk of dying by suicide.
- Screenings to learn about other potential needs or classifications can be completed if the residents desire to participate. Veteran designation, Housing needs and/or at risk to be unhoused (prior to the storm), Senior Citizens, Utility Payments past due. Screening for these basic needs allows the shelter staff to offer referrals and to educate the residents on how to explore benefits.

3. A detailed Statement of Work to include:

*a. Proposed methodology for behavioral health shelter staffing in locations used as shelters for disaster, including recommended number of staff per number of anticipated shelter residents.*

Endeavors recommends providing two 12-hour shifts of clinical staff at each shelter location consisting of a minimum of 1 clinician per shift, this will vary based on the number of clients located within the shelter. Clinicians working 2<sup>nd</sup> shifts can be activated as needed during the

first shift. Shift scheduling can also be varied based on number incidents per shift and clinical staff can be relocated to other shelters based on number of clients per shelter.

*b. Proposed work schedules for behavioral shelter by credential/staff type to include 12-hour shifts.*

Endeavors will be providing two shifts at each location. Endeavors staff will provide the shelter support oversight for 24-hour operation, two 12-hour shifts to operate successfully.

Table 3: Work Schedule Hours

Position	A Shift	B Shift
Clinical/Behavioral Health Reservist	8am-8pm	8pm-8am

*c. Ability to coordinate with existing shelter staff from Pinellas County Sheriff's Office (PCSO), Emergency Medical Services (EMS), Emergency Management (EM), Human Services (HS), and the Pinellas County School Board (PCSB), and other key partners.*

Endeavors POC per shelter will work to coordinate with onsite local officials to help disseminate correct information regarding shelter operations to shelter residents and assist in any capacity required according to operation's needs. At every shift change, our outgoing POC staff will be part of the handover and brief the incoming staff and local officials. This briefing will include a review of the most recent operational period action plan, significant changes in the response strategy identified by the Shelter Manager and key partners. We will then communicate necessary updates to shelter support and clients. All staff will be equipped with cell phones and Shelter Managers will have access to a portable radio allowing them to communicate directly with the Pinellas EOC to address the need for additional services. We have and continue to coordinate with police, EMS, local health departments and other key partners at each of our ongoing operations ensuring clients are safe and having the necessary outside services not provided at the shelter site.

*d. Description of responsibilities to include: mental health, trauma-informed care, harm reduction principles, acute mental health de-escalation, mental health first aid, public health protocols as appropriate, and shelter resident's outreach/engagement to ensure stability.*

Endeavors Clinical/Behavioral Health Reservist will be assigned to shelters to meet the mental health needs of clients and workers. They will do this in part by acting as advisors to the shelter manager on issues that affect the emotional health of shelter residents and workers.



Endeavors Clinical/Behavioral Health Reservist will be available at the shelter 24 hours a day. Duties in the shelter include:

- Consulting with the shelter manager to review the mental health needs of shelter workers and residents.
- Providing 24-hour staff mental health coverage for shelter residents and workers. Making appropriate referrals to local care providers and agencies.
- Recommending alternate accommodations to the shelter manager when the stress of communal living or preexisting mental health conditions would be significantly detrimental to the mental health of a client or the shelter population.
- Providing enhanced psychological first aid training for shelter workers.
- Conducting mental health surveillance to provide support to high-risk clients.
- Collaborating with public mental health officials.
- Working with the shelter manager and staff to implement strategies to help reduce stress for residents and shelter workers.

*e. Agrees to use Pinellas County Shelter Software or other electronic communications/reporting protocols/forms.*

Endeavors will ensure all client information associated with the health information, including mental health process is confidential. All shelter staff will maintain this confidentiality by making sure that any communication with Disaster Mental Health staff related to a client's case is in confidence and that any records containing client information are kept secure according to HIPPA federal law. Endeavors agrees to the use of Pinellas County Shelter Software, or any other software needed for tracking of client data. Endeavors staff has used WebEOC and can also be trained in using current ArcGIS software the County is using.

*f. Describe any additional resources needed to support behavioral health services.*

Given Endeavors' deep experience and expertise providing behavioral health services in shelter environments, no additional resources are identified to be needed at this time.

#### **Recommended Retainer Fee:**

Endeavors would like to recommend an annual retainer fee be paid which would allow us to provide the following services regardless of whether we are mobilized or not:

- Yearly In Person Meetings with OEM staff, site visits, site preparation planning, etc.
- Joint training of staff on policies and practices of Pinellas OEM
- Joint training of staff on computer software being utilized by Pinellas OEM
- Participation on site for two annual tabletop exercises with the Pinellas OEM

April 4, 2023

These added annual collaborations would enhance and prepare both the Pinellas OEM and Endeavors Emergency staff to provide a cohesive and fluid response should a mobilization occur. The retainer fee is something we recommend be negotiated upon an award.



## **Letters of Support**



OFFICES IN:  
HILLSBOROUGH  
PASCO  
PINELLAS

February 28, 2023

*Creating pathways to justice™*

Grants and Contract Manager  
Volunteer Florida  
1545 Raymond Diehl Road  
Tallahassee, FL 32308

Dear Grants and Contract Manager:

Bay Area Legal Services is pleased to provide a letter of support to Endeavors in their effort to provide Disaster Case Management to survivors of Hurricane Ian.

Our firm, providing free civil legal assistance to at-risk populations, has worked to develop a disaster relief team to assist disaster survivors. Our team began its work in earnest in the wake of Hurricane Irma. We were fortunate during this time to partner with Endeavors.

To find and assist survivors with disaster related legal issues, our firm coupled with Endeavors to identify individuals in need of this aid. Our advocates successfully worked with Endeavors case managers to spot legal red flags amongst traditional disaster relief cases and resolve numerous legal problems. While we worked to remedy survivors' legal issues, Endeavors provided engaging and active social service support, effectively delivering holistic services to survivors, aiding in complete disaster recovery.

Without the partnership with Endeavors, recovery from Irma in our region would have significantly suffered. Endeavors provided focused, efficient, and integral support to rectify survivors' unmet needs. Furthermore, hurricane Ian survivors would greatly benefit from Endeavors' supportive services. We are eager for the opportunity to once again partner with this needed recovery group.

Please accept our support for Endeavors' application to provide Disaster Case Management Services for Hurricane Ian survivors.

Sincerely,

Jason K. Susalla, Esq.  
Project Grant Manager – Disaster Relief Team



Tel: 813.634.6044  
Fax: 813.641.1011



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Ruskin, FL 33570



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poverty in Jacksonville

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April 3, 2023

To Whom It May Concern,

I am pleased to submit this letter of support for Family Endeavors, Inc. dba Endeavors (Endeavors) Emergency Services program. LIFT JAX and Endeavors have an established history in collaborating to provide services to underserved and vulnerable populations in the state of Florida.

In 2022, LIFT JAX and Endeavors worked together to repair the homes of six families who had been adversely impacted by Hurricane Irma. Endeavors was the Prime Contractor for a grant awarded by Volunteer Florida, and LIFT JAX served as the subcontractor for the purposes of executing the program in the Historic Eastside neighborhood of Jacksonville, Florida. Endeavors provided strong overall leadership for the program and helped to establish a collaborative environment in a program with many different stakeholders. Under Endeavors' leadership, we collectively delivered on the program with excellent results for the families who benefited from the program.

The Emergency Services / Disaster Case Management program is a valuable community resource for those impacted by disaster and unable to recover. Endeavors creates a stable, positive, and nurturing environment where clients are provided with the tools, resources, and community support to further their recovery needs and well-being. The staff consistently demonstrates their ongoing commitment to enable this vulnerable population to build better lives for themselves and their families by increasing a participant's skills for independent living and self-sufficiency.

I applaud the efforts and accomplishments of the Endeavors Emergency service / Disaster Case Management and its diligence in securing funding to assist survivors.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Garfunkel".

David Garfunkel  
President  
LIFT JAX



March 8<sup>th</sup>, 2023

Grants and Contract Manager  
Volunteer Florida  
1545 Raymond Diehl Road  
Tallahassee, FL 32308

Dear Grants and Contract Manager:

The Orange County Long Term Recovery Group (dba RISE Orange County) is honored to issue this letter of support for Endeavors in their pursuit of funding to assist in Hurricane Ian recovery initiatives.

RISE Orange County was incorporated in April 2018 as a 501c3 non-profit organization. Members of the group include non-profit and faith-based community partners dedicated to achieving complete disaster recovery and preparedness for all Orange County residents. Our focus is on our county's most vulnerable residents, especially seniors, individuals with access/functional needs, and lower income families to recover to a safe, sanitary, and functional status.

Post Hurricane Irma in 2018, RISE Orange County teamed with Endeavors, who in turn provided case management services and coordination of restoration services designed to make hurricane victims' recovery complete. Together, we successfully worked to ensure that no household, family, or individual were left alone to navigate the road to recovery without proper information, resources, or personal support.

Once again in 2023, RISE Orange County is faced with providing recovery services for hurricane victims (Hurricane Ian). We welcome the opportunity to partner with Endeavors in this recovery effort simply because of their professionalism and proven track record. We offer our endorsement of Endeavors' case management services and remain hopeful of their selection.

Should you require any further information, please do not hesitate to contact me.

Respectfully yours,

EdGreen

Edward C. Green  
Board Chairman  
RISE Orange County  
Orange County Long Term Recovery Group  
407-340-2588 mobile  
EdGreen716@gmail.com

EIN 82-5478067



## **Staff Resumes**



## Organizational Resume

<b>Name:</b>	David Hernandez, EdD, MPA
<b>Role:</b>	Senior Director of Emergency Services
<b>Career Summary:</b>	<p>David has over 20 years of leadership experience working with critical community needs investigating and mitigating criminal violence, working various programs to address the needs of homeless men, women, and children and working to address the devastation of major disasters within and outside of the United States.</p> <p>David has worked as an educator, law enforcement professional, and administrator overseeing large campus operations. He is honorably retired from the Rochester, NY Police Department after 21 years of services, a graduate of the prestigious FBI National Academy, and a Bexar County Reserve Peace Officer.</p>
<b>Education:</b>	<p><b>Hobart College</b> BA in Sociology</p> <p><b>State University of New York-Brockport Campus</b> Master of Public Administration Degree</p> <p><b>University of Texas-San Antonio</b> Doctor of Educational Leadership</p>
<b>Specialized Training and Certifications:</b>	Licensed Texas Peace Officer
<b>Experience Relevant to Role:</b>	
David has over 20 years of leadership experience having overseen large scale operations working with the City of Rochester overseeing a police budget of 52 million, the University of Texas overseeing police, security, and business continuity for a multi campus operation, and with the largest homeless shelter in the United States as the Senior Director of Campus Operations overseeing the security, residential, facilities, capital improvements and warehouse operations of a 22 acre campus serving more than 1400 homeless men, women and children. David currently oversees the Emergency Services for Endeavors overseeing the Disaster Case Management services in multiple states and the Island of Puerto Rico and the Rapid Deployment Services providing rapid staffing for Non-Profit Agencies providing social services.	
<b>Employment History:</b>	
<b>Organization</b> <b>Role/Title</b>	<b>Years in Role</b>
<b>Endeavors</b> <i>Senior Director of Emergency Services</i>	2017 - Present
<b>Haven for Hope Homeless Shelter</b> <i>Senior Director of Campus Operations</i>	2010 – 2017
<b>University of Texas-San Antonio</b> <i>Director of Public Safety and Chief of Police</i>	2006- 2010
<b>Rochester Police Department</b> Deputy Chief of Administration, Commander of Special Operations, Captain of Special Investigations, Lieutenant in Charge of the Technical Services Section-Headquarters, Sergeant in Professional Standards Section-Patrol Officer, Background-Recruiting Officer, Class Counsel, Field Training Officer	1985- 2010



## Organizational Resume

Name:	Jill Palmer, Ph.D., LCSW
Role:	Senior Clinic Director
Career Summary:	<p>Jill has over 17 years of experience as a licensed clinical social worker treating trauma, depression, and anxiety for civilians and active duty populations.</p> <p>Prior to her civilian career, Jill served in the United States Navy for 6 years. As Lieutenant for the Medical Service Corps' Behavioral Health and Social Work, where she led daily operations, directed medical services, and supervised mental health clinical professionals.</p>
Education:	<p><b>Florida State University</b> Master of Social Work</p> <p><b>University of Tennessee Knoxville</b> Doctorate of Social</p>
Specialized Training and Certifications:	Licensed Clinical Social Worker
Experience Relevant to Role:	
<p>Jill has ten years of leadership experience through both the Navy and the private sector. She has led teams of social workers, psychiatrists, and other personnel. Jill provided program oversight for multiple programs, developed policies and procedures to implement evidence-based practices, and has managed program budgets. Jill currently serves as the Senior Clinic Director for Endeavors, providing direction and oversight to three mental health clinics. She supervises over 63 clinical professionals ranging from psychiatrists, psychologists, licensed professional counselors, licensed professional social workers, case managers, and administrative professionals.</p>	
Employment History:	
<b>Organization</b> <b>Role/Title</b>	<b>Years in Role</b>
<b>Endeavors</b> <i>Acting Chief of Behavioral Health</i>	2021 - Present
<b>Endeavors</b> <i>Senior Director</i>	2019 - 2021
<b>Endeavors, Military Family Clinic</b> <i>Clinic Director</i>	2018 - 2019
<b>Steven A. Cohen Military Family Clinic at Cape Fear Valley</b> <i>Clinical Director</i>	2017 - 2018
<b>Veterans Administration Tennessee Valley Health System</b> PTSD Senior Social Worker	2016 - 2017
<b>United States Navy at Naval Hospital Oak Harbor</b> <i>Lieutenant, Medical Service Corps Department Head Behavioral Health</i>	2013 - 2016
<b>United States Navy at Branch Health Clinic Sasebo</b> <i>Lieutenant, Medical Service Corps Social Worker/Division Officer</i>	2010 – 2013
<b>Department of the Navy</b> Family Advocacy Program Social Worker	2008 - 2010

## Organizational Resume

<b>Name:</b>	Claudia Guillen
<b>Role:</b>	Emergency Services/ Rapid Deployment Program Manager
<b>Career Summary:</b>	Productive Administrative/Management professional with over 20 years of experience in providing quality leadership and dedicated to giving every customer positive experience to promote loyalty and repeated business. Over 11 years of experience as a bilingual Emergency Management professional in natural disasters, crisis operations, pandemic response and proficient in implementing and executing emergency plans and procedures.
<b>Education:</b>	Bachelor's Degree in Business Administration University of Texas at San Antonio, San Antonio, TX December 2022
<b>Specialized Training and Certifications:</b>	FEMA IS-100, IS-200, IS-230.d, IS-244.b, IS-288.a, IS-403, IS-700, IS-800, MGT-347, G-300
<b>Experience Relevant to Role:</b>	
Oversee and manage a team of management support staff that help oversee 1600+ Reservist who can deploy within 72 hours to support our Emergency Services operation's needs. Responsible in maintaining and managing shelter operations, logistics, planning, and coordination. Provide operational support to our Endeavors programs that align with our scope of work in Emergency Management Services. Manage the HR portion of recruiting/New Employee Orientation onboarding of reservist. Collect and review data for submittal of program invoices.	
<b>Employment History:</b>	
<b>Organization Role/Title</b>	<b>Years in Role</b>
Family Endeavors DBA-Endeavors Rapid Deployment Services Program Manager	January 2023-Present
Family Endeavors DBA-Endeavors Rapid Deployment Services Program Coordinator	June 2019-Januray 2023
Family Endeavors Emergency Services Administrator/Contract Manager	June 2012– June 2019
Family Endeavors Emergency Services Multi-Site Manager	March 2012-June 2012
Family Endeavors Children & Youth Services Administrative/Management Specialist	June 2007 – March 2012
Family Endeavors Children & Youth Services Program Coordinator	April 2004 – June 2007
San Antonio Urban Ministries After School Program Site Management Supervisor	March 1999 - April 2004

## Organizational Resume

<b>Name:</b>	Randy Hughart JR.
<b>Role:</b>	Emergency Management/Rapid Deployment Management
<b>Career Summary:</b>	Bi-lingual Emergency Management professional with a proven successful career while serving in various roles on various operations in the past 8 years while leading a reserve cadre of 1500 reservist. I am a loyal and dedicated person who has ambition to succeed in any given environment. I love to learn and I'm always up for a challenge, whatever the situation presents. I get along well with others and can perform in a team environment with austere conditions
<b>Education:</b>	Grand Canyon University 8/2017 - Present 36 Credits Major: Bachelor of Science in Homeland Security and Emergency Management Minor: Business Administration
<b>Specialized Training and Certifications:</b>	NCTI 08/2008 – 10/2009 Texas Commission on Fire Protection (TCFP) & EMT-B
<b>Experience Relevant to Role:</b>	
Responsible for managing, leading, and overseeing a management team of 10 Incident Management Professionals with various skill sets who manage a team of 1000+ reservist located throughout the United States who can activate and deploy within 72 hours to support all hazard events such as humanitarian crisis, sheltering, disaster planning, logistics management, and command and coordination. I am responsible for obtaining new business, selling services, and managing a program budget of approximately 10 million. I am also responsible for monitoring all weather and potential threat activity to the U.S. as well as all remote Endeavors offices. Maintain and manage our organization's Mass Notification System. Provide operational support to our Disaster Case Management Program, and all programs provided here at Endeavors.	
<b>Employment History:</b>	
<b>Organization Role/Title</b>	<b>Years in Role</b>
Family Endeavors DBA-Endeavors Rapid Deployment Services Senior Program Manager	01/2021–Present
Family Endeavors DBA-Endeavors Rapid Deployment Services Program Manager	01/2017–01/2021
Family Endeavors DBA-Endeavors Emergency Reservist	04/2014–01/2017
American Medical Response EMT-B/Dispatch	01/2009–04/2014
Bexar County ESD 10 (Camelot Fire Rescue)	01/2009-04/2014