

Application for Federal Assistance SF-424

* 1. Type of Submission: <input type="checkbox"/> Preapplication <input checked="" type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application	* 2. Type of Application: <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision	* If Revision, select appropriate letter(s): <input type="text"/> * Other (Specify): <input type="text"/>
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* 3. Date Received: <input type="text" value="07/03/2021"/>	4. Applicant Identifier: <input type="text"/>
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5a. Federal Entity Identifier: <input type="text"/>	5b. Federal Award Identifier: <input type="text"/>
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State Use Only:

6. Date Received by State: <input type="text"/>	7. State Application Identifier: <input type="text"/>
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8. APPLICANT INFORMATION:

* a. Legal Name: <input type="text" value="Pinellas County dba Board of County Commissioners"/>	
* b. Employer/Taxpayer Identification Number (EIN/TIN): <input type="text" value="596000800"/>	* c. Organizational DUNS: <input type="text" value="0552002160000"/>

d. Address:

* Street1:	<input type="text" value="c/o Office of Management and Budget"/>
Street2:	<input type="text" value="14 S. Ft. Harrison Ave, 5th floor"/>
* City:	<input type="text" value="Clearwater"/>
County/Parish:	<input type="text"/>
* State:	<input type="text" value="FL: Florida"/>
Province:	<input type="text"/>
* Country:	<input type="text" value="USA: UNITED STATES"/>
* Zip / Postal Code:	<input type="text" value="33756-5105"/>

e. Organizational Unit:

Department Name: <input type="text" value="Human Services"/>	Division Name: <input type="text"/>
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f. Name and contact information of person to be contacted on matters involving this application:

Prefix: <input type="text" value="Ms."/>	* First Name: <input type="text" value="Elisa"/>
Middle Name: <input type="text"/>	
* Last Name: <input type="text" value="DeGregorio"/>	
Suffix: <input type="text"/>	

Title: <input type="text" value="Grants Section Mgr"/>
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Organizational Affiliation: <input type="text" value="Human Services Dept."/>
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* Telephone Number: <input type="text" value="727-464-8434"/>	Fax Number: <input type="text"/>
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* Email: <input type="text" value="edegregorio@pinellascounty.org"/>
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Application for Federal Assistance SF-424

*** 9. Type of Applicant 1: Select Applicant Type:**

B: County Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

* Other (specify):

*** 10. Name of Federal Agency:**

Centers for Medicare & Medicaid Services

11. Catalog of Federal Domestic Assistance Number:

93.332

CFDA Title:

Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges

*** 12. Funding Opportunity Number:**

CA-NAV-21-001

* Title:

Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges

13. Competition Identification Number:

CA-NAV-21-001-092628

Title:

Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges

14. Areas Affected by Project (Cities, Counties, States, etc.):

Add Attachment

Delete Attachment

View Attachment

*** 15. Descriptive Title of Applicant's Project:**

Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

Application for Federal Assistance SF-424

16. Congressional Districts Of:

* a. Applicant

* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment

Delete Attachment

View Attachment

17. Proposed Project:

* a. Start Date:

* b. End Date:

18. Estimated Funding (\$):

* a. Federal	<input type="text" value="1,497,027.00"/>
* b. Applicant	<input type="text" value="41,243.00"/>
* c. State	<input type="text" value="0.00"/>
* d. Local	<input type="text" value="0.00"/>
* e. Other	<input type="text" value="156,877.00"/>
* f. Program Income	<input type="text" value="0.00"/>
* g. TOTAL	<input type="text" value="1,695,147.00"/>

*** 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

a. This application was made available to the State under the Executive Order 12372 Process for review on

b. Program is subject to E.O. 12372 but has not been selected by the State for review.

c. Program is not covered by E.O. 12372.

*** 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

Yes No

If "Yes", provide explanation and attach

Add Attachment

Delete Attachment

View Attachment

21. *By signing this application, I certify (1) to the statements contained in the list of certifications and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

** I AGREE

** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

Authorized Representative:

Prefix: * First Name:

Middle Name:

* Last Name:

Suffix:

* Title:

* Telephone Number: Fax Number:

* Email:

* Signature of Authorized Representative: * Date Signed:

DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C.1352

OMB Number: 4040-0013
Expiration Date: 02/28/2022

1. * Type of Federal Action: <input type="checkbox"/> a. contract <input checked="" type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance	2. * Status of Federal Action: <input type="checkbox"/> a. bid/offer/application <input checked="" type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	3. * Report Type: <input checked="" type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change
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4. Name and Address of Reporting Entity:

Prime SubAwardee

* Name:

* Street 1: Street 2:

* City: State: Zip:

Congressional District, if known:

5. If Reporting Entity in No.4 is Subawardee, Enter Name and Address of Prime:

6. * Federal Department/Agency: <input type="text" value="US Dept of Health & Human Services"/>	7. * Federal Program Name/Description: <input type="text" value="Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges"/> CFDA Number, if applicable: <input type="text" value="93.332"/>
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8. Federal Action Number, if known: <input type="text"/>	9. Award Amount, if known: \$ <input type="text"/>
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10. a. Name and Address of Lobbying Registrant:

Prefix * First Name Middle Name

* Last Name Suffix

* Street 1 Street 2

* City State Zip

b. Individual Performing Services (including address if different from No. 10a)

Prefix * First Name Middle Name

* Last Name Suffix

* Street 1 Street 2

* City State Zip

11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when the transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

* Signature:

* Name: Prefix * First Name Middle Name

* Last Name Suffix

Title: Telephone No.: Date:

Federal Use Only:	Authorized for Local Reproduction Standard Form - LLL (Rev. 7-97)
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Project Abstract Summary

This Project Abstract Summary form must be submitted or the application will be considered incomplete. Ensure the Project Abstract field succinctly describes the project in plain language that the public can understand and use without the full proposal. Use 4,000 characters or less. Do not include personally identifiable, sensitive or proprietary information. Refer to Agency instructions for any additional Project Abstract field requirements. If the application is funded, your project abstract information (as submitted) will be made available to public websites and/or databases including USAspending.gov.

Funding Opportunity Number

CA-NAV-21-001

CFDA(s)

93.332

Applicant Name

Pinellas County dba Board of County Commissioners

Descriptive Title of Applicant's Project

Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges

Project Abstract

The applicant, Pinellas County Board of County Commissioners, will serve as the lead agency for Pinellas County for the Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges opportunity. This funding will allow Pinellas County to restore services in our community to offer accessible, comprehensive health exchange information and (re)enrollment into health plans that meet the resident's need.

Pinellas County Human Services has over five (5) years' experience overseeing the Cooperative Agreement and has renewed its plan to implement the award in compliance with the Navigators duties identified in 45 CFR 155.210 and 45 CFR 155.215 summarized as follows:

- Conducting public education activities to raise awareness about the Exchange
- Facilitating the selection of a Qualified Health Plan
- Providing information in a manner that is culturally and linguistically appropriate to the population served by the Marketplace, including individuals with limited English Proficiency and that is accessible to individuals with disabilities
- Complying with applicable training and conflict of interest standards
- Obtaining authorization of applicants for coverage prior to accessing their PII

The proposed federal budget request is \$499,009.00 per year or \$1,497,027.00 over the three year project period. Funding will be used to hire five (5) full-time Navigators, purchase supplies and conduct marketing outreach. The program will maintain a ratio of bilingual Navigators speaking Spanish and Haitian French/Creole.

According to the 2019 Kaiser Family Foundation, there are approximately 2.7 million uninsured residents in the State of Florida with approximately 155,301 uninsured adults in Pinellas County. Pinellas County will continue to serve all individuals and families within the County's geographic service area. The County intends to target areas with higher concentrations of underserved and vulnerable individuals including uninsured and underinsured, Medically Underserved Populations (MUP) areas, and communities with a high concentration of the population living at or below 100% of the Federal Poverty Level (FPL).

The program goals are to provide education, information, selection, and (re)enrollment services for Qualified Health Plans (QHP) or other Federal/State/Local healthcare programs to residents in a manner that is sensitive to cultural, linguistic, physical, mental, and educational differences. It is estimated that 1,500,000 consumers will be reached through marketing and promotional activities, 3,000 consumers will receive one-on-one assistance from Navigators in response to general or specific inquiries and 550 will be assisted with enrolling or re-enrolling in a QHP.

Participants will be able to obtain services at 7 access points throughout the County. Navigators will assist individuals with limited English proficiency and will ensure that all service centers are ADA compliant and accessible to individuals with physical disabilities. Navigator staff will make every effort to provide any additional reasonable accommodations when possible to support individuals with disabilities.

Through collaborative efforts, a solid workplan, intensive training for the Navigators, and a strong marketing campaign, Pinellas County has the optimum capability for success.

Project Narrative File(s)

* **Mandatory Project Narrative File Filename:**

[Add Mandatory Project Narrative File](#)

[Delete Mandatory Project Narrative File](#)

[View Mandatory Project Narrative File](#)

To add more Project Narrative File attachments, please use the attachment buttons below.

[Add Optional Project Narrative File](#)

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Pinellas County Board of County Commissioners

Project Narrative | FOA: CA-NAV-21-001

Pinellas County, a unit of local government, and five (5) year **historical awardee** of federal funding for the Cooperative Agreement program, is pleased to provide a narrative of proposed activities for the FY22 funding opportunity:

1. Type of entity and description of the community(ies) or group(s) the applicant expects to serve

Type of Entity: Pinellas County, a unit of local government, is the lead applicant and will internally perform the cooperative agreement activities of the Navigator program. The County will hire five Navigators under the supervision of the Human Services (HS) Department of the Board of County Commissioners (BCC).

Community(ies) or Population(s) Targeted: Pinellas County is located on the west central coast of the State of Florida and within the Tampa-St. Petersburg-Clearwater Metropolitan Service Area. Pinellas County is the most densely populated county in the State with 3,513 persons/square mile. The Census Bureau's July 2019 population estimate for Pinellas County is up to 974,996 people.

While Pinellas County will continue to serve all individuals and families within the County's geographic service area, the County intends to target areas of the County with higher concentrations of underserved or vulnerable, the uninsured or underinsured residents, those individuals who are disproportionately without access to health insurance coverage or care, Medically Underserved Populations (MUP) areas, and communities with a high concentration of the population living at or below 100% of the Federal Poverty Level (FPL). Navigators will be available to assist those individuals with enrollment and reenrollment; and address any issues related to their existing coverage including any complaints, grievances, or technical difficulties.

In 2013, six departments within the County prepared a report for the Board of County Commissioners called the *Economic Impact of Poverty*. The analysis showed five communities to have 16% or more of their population living at or below 100% of the Federal Poverty Level (FPL). The low-income individuals residing within these communities account for an estimated 45% of the County's total low-income population.

- East Tarpon Springs encompasses two census tracts found within a portion of zip code 34689. This community has an estimated population of 8,534, with approximately 20% of the total population living at or below 100% of the FPL.
- North Greenwood is the second largest at-risk community encompassing 11 census tracts that fall within Zip Codes 33755 and 33756. This community has an estimated population of 55,221 with 25% of the total population living at or below 100% of the FPL.
- Highpoint encompasses three census tracts that fall within zip code 33760, with a small portion falling on the periphery of zip code 33771. This community has an estimated

population of 20,192 with approximately 27% of the population living at or below 100% of the FPL.

- Lealman encompasses seven census tracts that fall within Zip Codes 33702, 33709, 33714, and 33781. This community has an estimated population of 43,355 with 19% of the population living at or below 100% of the FPL.
- South St. Petersburg is the largest at-risk community, encompassing 21 census tracts that fall within Zip Codes 33701, 33705, 33711, 33712, and 33713. This community has an estimated population of 74,275 with approximately 25% of the population living at or below 100% of the FPL. Within this area, there is a high concentration of poverty where 48% of people live in poverty (census tract 216). St. Petersburg also has the largest volume of street homeless in the County.

Given that socio-economic status and access to healthcare are known predictors of health outcomes, the County has focused on services available to individuals in these communities. Five-year estimates (2012-2016) from the American Communities Survey document 308,894 individuals below 200% of the federal poverty level and 604,798 individuals below 400% of the federal poverty level. Of those living below the federal poverty level, there are 29.3% of blacks and 12% of whites in Pinellas. Further, according to the Behavioral Risk Factor Surveillance Survey, only 86.5 % of black adults have any type of health care insurance coverage, compared to 87.5% of whites.

Percentage of State's Uninsured Population in Community(ies) Served: According to 2019 CMS data for the State Uninsured Rate (under age 65), there are approximately 1,608,000 million uninsured residents in Florida and approximately 109,738 uninsured residents in Pinellas County, 4% of the State's total. In the 2021 enrollment year, 2,120,350 Marketplace QHP selections occurred during Open Enrollment Period in the State of Florida. According to the U.S. Department of Health and Human Services Plan Selections by Zip Codes in the Marketplace during Open Enrollment for each plan year: 2013-2014: 35,412; 2014-2015: 58,339; 2015-2016: 66,221; 2016-2017: 66,743; and 2017-2018: 60,167; 2018-2019: 57,485; 2019-2020: 58,163; 2020-2021: 62,868 Pinellas County individuals enrolled in a health plan. Every plan year reflected an increase from the year before until 2017-2018 where selection only dropped 10% with an open enrollment period decrease of 50%. This represents an over 69.9% increase of enrollment over the total Plan Selections by Zip Codes in the Marketplace of individuals in Pinellas County from 2014-2018. Enrollment in Pinellas County decreased with the loss of more in person assistance options starting in 2018.

Pinellas County's longstanding commitment to the needs of underserved or vulnerable communities: Pinellas County has over 50 years' experience in serving the uninsured, underserved, vulnerable, and special needs population. The BCC's strategic initiatives have always focused on improving the quality of life of Pinellas' residents. HS supports these initiatives by providing programs and services such as the Pinellas County Health Program, Homeless Prevention, Disability Advocacy, and Veterans Services that encourage and promote improved health outcomes, maintain self-sufficiency of low-income Pinellas County residents,

and create and sustain viable neighborhoods. HS has provided access to these services through outreach, case management, eligibility determination and enrollment into programs for county residents. Through the previous Navigator program, and by continuing to provide services with a Certified Application Counselor HS staff have become very familiar with the issues and barriers that this population faces.

Plan Year 2021-2022 Project Goals

Pinellas County has carefully considered the proposed service area, history of success in reaching agreed upon goals, and has made realistic project goals for the carrying out all required duties during the 12-month project period as follows:

- Number of public outreach, enrollment, and educational events (in-person or virtual) expected to be hosted for purposes of raising awareness about the FFEs and helping consumers understand their health coverage options
 - **Goal:** 100
- Number of consumers expected to be reached through marketing and promotion activities, as measured through social media impressions, viewership, listenership, etc.
 - **Goal:** 1,500,000
- Number of consumers expected to receive 1:1 assistance from an FFE Navigator in response to general or specific inquiries
 - **Goal:** 3,000
- Number of consumers expected to be assisted by an FFE Navigator with enrolling or re-enrolling in a QHP
 - **Goal:** 550
- Number of consumers expected to be assisted by an FFE Navigator with Medicaid/CHIP applications or referrals
 - **Goal:** 80
- Number of FFE Navigators to be federally trained and certified/re-certified by **October 1, 2021**, broken out as follows:
 - Total percentage of full-time employees (FTE) 100%
 - Total number of full-time and part-time Navigators 5.5
 - Total number of volunteer Navigators 0
- Number of FFE Navigators available to assist consumers **throughout the duration of the 2021-2022 budget period**, broken out as follows:
 - Total percentage of full-time employees (FTE) 100%

Pinellas County Board of County Commissioners | Project Narrative

- Total number of full-time and part-time Navigators 5.5
- Total number of volunteer Navigators 0.
- Number of consumers provided information and assistance during the entire 2021-2022 budget year with the additional activities as stated in 155.210(e)(9):
 - Assisting consumer with complex cases: **Goal:** 30
 - Exchange-related components of the premium tax credit reconciliation process, and understanding the availability of IRS resources on this process: **Goal:** 100
 - Understanding basic concepts and rights related to health coverage use utilizing Coverage to Care materials: **Goal:** 1000
 - Referrals to licensed tax advisers, tax preparers, or other resources: **Goal:** 125

2. Scope of Activities

Plan for Carrying Out Navigator Duties: Pinellas County Human Services has established a structure and plan for overseeing implementation of the Cooperative Agreement in compliance with the Navigators duties identified in 45 CFR 155.210 and 45 CFR 155.215 summarized as follows and detailed further in the narrative below:

- Conducting public education and outreach activities to raise awareness about the Exchange
- Facilitating the selection of a Qualified Health Plan (QHP)
- Providing information in a manner that is culturally and linguistically appropriate to the needs of the population served by the Exchange, including individuals with limited English proficiency, and ensuring accessibility and usability of Navigator tools and functions for individuals with disabilities
- Providing referrals to any applicable office of health insurance consumer assistance or health insurance ombudsman established under section 2793 of the Public Health Service Act, or any other appropriate state agency or agencies, for any enrollee with a grievance, complaint, or question regarding their health plan, coverage, or a determination under such plan or coverage
- Complying with applicable training and conflict of interest standards
- Obtaining the authorization of applicants for coverage available through an Exchange application prior to accessing their personally identifiable information (PII)
- Providing targeted assistance to serve underserved or vulnerable populations, as identified by the Exchange, within the Exchange service area

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The HS Project Director will provide oversight to the Project Manager (PM) who will implement the day-to-day aspects of the program. The PM's responsibilities include managing the Cooperative Agreement, handling associated requirements, facilitating meetings with stakeholders for strategic planning, developing the work plan and timeline, hiring staff, ensuring that certification and training is completed by all navigators and volunteers, implementing marketing and outreach strategies, and ongoing monitoring of and reporting for the Cooperative Agreement.

Servicing the target area & raising awareness through public education and outreach activities: Pinellas County proposes to serve all individuals and families within the County's geographic service area. HS has identified several communities with a higher concentration of consumers who are underserved or vulnerable, individuals who are disproportionately without access to health insurance coverage or care and who may be unaware of their health coverage options.

- *Public Education and Outreach to Community Organizations:* All Navigators will be expected to create opportunities for individuals to enroll, and to sponsor and participate in outreach activities. All Navigators will be trained to conduct public outreach and education presentations raising awareness of the Marketplace. The County will develop a communications and marketing plan that 1) raises awareness about navigational services provided and where interested consumers can receive assistance; 2) proactively reaches out to community organizations, schools, colleges, nonprofit agencies, business groups, and other stakeholders about the Marketplace and Navigator services. *Special Events:* Outside of Open Enrollment HS emphasizes Special Enrollment Periods and the Coverage to Care materials. As in previous years when PC was a Navigator grantee, HS plans on holding several events leading up to the tax filing season in partnership with Volunteer Income Tax Assistance (VITA) programs. We always encourage consumers to schedule an appointment if they think that they might be eligible for a SEP so that we can assist them in obtaining an eligibility determination from the Marketplace.
- *Physical, In-Person Presence in underserved or vulnerable Communities:* HS intends to strategically locate staff in communities with the greatest need. Pinellas County, through its previous Cooperative Agreements with CMS, has identified 7 sites throughout the county where the locations are most easily accessible by consumers and can receive in-person, face-to-face assistance. Five sites will be located at the HS offices and Pinellas County Department of Health locations. Two additional sites including public libraries and neighborhood/community centers in our identified communities will be utilized for outreach and education events and for navigational services by appointment. In addition, all Navigators will also be available to assist consumers remotely as requested. By offering a combination of in-person and remote assistance options, HS will maximize the impact of the program in the community.

- *Description of the Communications & Marketing Plan:* HS will utilize a variety of marketing channels to distribute its message, in English and Spanish where appropriate, including all the County's communication resources and social media. The marketing campaign will begin in October 2021 and run throughout the project period with varying levels of intensity based on the open enrollment period and levels of enrollment.

Cable Television/Digital Media: Thirty (30)-second Public Service Announcements, in English and Spanish, will air on multiple local cable television networks targeted to audiences in uninsured and/or low-income communities. Through Entravision we will have Spanish ads on Univision Tampa Bay and Unimas Tampa Bay. We will also use the Pulpo Digital Media platform, the #1 Hispanic Ad Network for Desktop Display and Mobile Display Banner ads to reach a larger Spanish language audience.

Newspaper/Print: English language print and banner ads will be published in the Tampa Bay Times, tbt Holiday Guide, and tbt* edition newspapers. Additional English and Spanish language print and banner ads will be published in the Tampa Bay Newspapers and Weekly Challenger, along with a variety of community focused newspapers.

Social Media: The County will utilize all social media accounts (i.e. Facebook, Twitter) to reach our target audiences quickly and extend our reach. Social media posts will be made year-round, with heavier promotion during Open Enrollment. Social Media will promote specific events and activities, program updates, and available services. Boosted posts will be purchased targeting specific events, geographic locations and languages.

Posters/Brochures/Direct Mail: The County acknowledges that not all citizens, especially those living in poverty, may have access to cable television and/or social media. Traditional marketing tools including posters and brochures will be distributed in publicly accessible locations, including libraries, schools, health centers, Chambers of Commerce, small businesses, CareerSource offices and community partner locations throughout the county. The Pinellas County Library system, Pinellas County School Board, and Neighborhood Family Centers have agreed to display program posters in the community with service locations and contact information.

Facilitate the selection of a Qualified Health Plan (QHP): The County's Navigators will provide fair, accurate and impartial information and services (including providing information that assists consumers with submitting the eligibility application, clarifying the distinctions among health coverage options, including QHPs, and helping consumers make informed decisions during the health coverage selection process. Navigators will help consumers understand their new health coverage and how to use it; assist with updating an application for coverage through the Marketplace, including reporting changes in circumstances, and assisting with submitting information for eligibility redeterminations; answering questions about paying premiums for coverage enrolled in through the Marketplace; helping consumers obtain assistance for post-enrollment problems such as failure to receive important coverage

documents; educating consumers about their rights with respect to coverage available through the Marketplace, including the right to preventative health services without cost sharing; and helping the consumer obtain assistance with claims denials.

Navigators assess the consumer's needs and level of understanding to assist the consumer with the application process, explain the health plans and differences between options they are eligible for, and receive an eligibility determination through the Marketplace. Navigators explain how Advance Premium Tax Credits and Cost Sharing work. Navigators may need additional time to walk through the enrollment process and post enrollment "Coverage to Care" roadmap more thoroughly with individuals living in poverty in the zones. Fostering these 1:1 interactions with consumers facilitates their enrollment in health insurance, increases consumers' health literacy and helps consumers maintain coverage to health services.

During the initial meeting between a consumer and a Navigator, the consumer is provided with a consent form covering the privacy policy and etiquette for handling PII, along with a complete description of the Navigator's Roles and Responsibilities.

The Navigators functions and responsibilities include, but are not limited to, expertise and qualifications in eligibility, enrollment and program specifications of QHPs, their ability to serve individuals in a culturally and linguistically appropriate way, their ability to handle grievances and complaints, privacy rights, and a Navigator's inability to accept a fee, gift, or financial cash incentive. A Navigator may orally communicate these roles and responsibilities to individuals with low literacy levels. A complete list of roles and responsibilities is provided to each individual and can be furnished upon request.

The consumer must provide authorization, prior to the Navigator obtaining any personally identifiable information. The consumer is also notified that they may revoke the authorizations of the Navigator at any time. Upon completion of services, this consent form is scanned, filed securely and the original is returned to the consumer.

- *Additional Duties*

- o **Provide targeted assistance to underserved or vulnerable populations:** While Navigators provide assistance to all consumers the County's work plan has been formulated to target underserved or vulnerable populations. HS has a long history of assisting hourly wage and/or variable income workers; persons without health insurance due to a lack of affordable coverage options; and individuals with less general knowledge about health insurance options and how to enroll. These include racial and ethnic minorities; lesbian, gay, bi-sexual, transgender, queer, and other (LGBTQ+) individuals; low income or homeless individuals; people with physical or intellectual disabilities or cognitive, hearing, speech, and/or vision impairments; pregnant women, new mothers, and women with children; individuals with mental health or substance-related disorders; individuals with HIV/AIDS; and Medicaid-eligible consumers who are not enrolled in coverage despite being eligible for Medicaid.

- **Provide information and assistance on filing eligibility appeals:** Navigators will provide consumers with information and assistance on filing eligibility appeals in instances where the consumer has questions concerns regarding their initial eligibility determination from the Marketplace.
- **Provide information and assistance on Exchange related components of the premium tax credit reconciliation process/availability of IRS resources:** Navigators provide information and assistance on exchange related components of the premium tax reconciliation process by helping consumers access and understand their 1095-A forms, as well directed to the IRS for the full list of available resources.
- **Provide information and assistance with referrals to licensed tax advisors, tax preparers, or other resources for assistance with tax preparation:** Consumers have and will continue to be referred to Volunteer Income Tax Assistance (VITA) sites for free access to licensed tax advisors and preparation assistance or the IRS website and phone number for further tax questions and resources.

Providing Referrals to any applicable office of health insurance consumer assistance or health insurance or health insurance ombudsman established under section 2793 of the Public Health Service Act, or any other appropriate State agency or agencies, to assist enrollees with grievances, complaints, or questions about their health plan, coverage or a determination related to their coverage: Upon requests for assistance from consumers or observation of indications of possible fraud (on behalf of insurance providers, other assister organizations, or individuals), Navigators refer individuals to the Florida Office of Insurance Regulation (FLOIR). Although Florida ended participation in the federal Consumer Assistance Program grant in August 2013 the FLOIR continues to provide assistance to consumers with health insurance questions or problems.

Navigators will assist consumers with health insurance grievances through the Healthcare.gov toll-free line and provide referrals to state and local agencies for consumers who have grievances, questions or complaints. The County will utilize other county, state, and federal agencies as well as formal partnerships within the community to support strong referral relationships that provide expert assistance with complex consumer problems and legal issues. Due to lower educational levels and/or lack of health literacy knowledge, Navigators are available to assist, interpret, review materials received from the Marketplace and/or insurance provider and explain any follow-up actions necessary. Navigators will continue to work with individuals as long as needed to assure their understanding of materials, options and needed actions.

Description of existing relationships and how additional relationships can be readily established with employers and employees, consumers (including uninsured and underinsured consumers), or self-employed individuals: HS has strong relationships with various social service organizations, employers and employees. County staff proactively participate in numerous consumer activities and events, especially those targeted towards the underserved or vulnerable including health coalitions, business groups, churches and

Pinellas County Board of County Commissioners | Project Narrative

community groups that provide homeless and housing services, mental health and substance abuse treatment, legal assistance, nutrition, education, employment and job training services.

In 2015-2018, the County worked extensively with the County Library System for outreach events and distribution of marketing materials. Neighborhood Family Centers throughout the County were instrumental in distribution of materials and communicating with local residents about the available services of Navigators.

The County also worked cooperatively with Covering Tampa Bay, a coalition of Navigator grantees, Certified Application Counselor Organizations, health providers and interested partners in the broader Tampa Bay region. HS has maintained this relationship as a CAC organization after the end of the previous Navigator grant in 2018.

Pinellas County has strong relationships with Chambers of Commerce, small businesses and Trade Associations through Pinellas County Economic Development; State unemployment offices and job training centers run locally by CareerSource; local Children's Health Insurance Program (CHIP) outreach programs for Florida KidCare; the Florida Department of Elder Affairs State Health Insurance Program (SHIP) program, Service Health Insurance Needs of Elders (SHINE); community-based primary care and pediatric providers through close ties to the Health Department and services contracted for residents enrolled in the Pinellas County Health Program. Pinellas County participates in the National Association of Counties (NACo) Live Healthy U.S. Counties program that provide prescription, health and dental discounts to residents.

The County plans on again utilizing the "Get Covered Connector," a web-based outreach and scheduling tool, hosted by Young Invincibles, which increases access and ease of making appointments. These relationships and the materials developed and provided by these organizations help build the health literacy of individuals with a lack of knowledge of health insurance coverage and cost.

Efforts to establish ongoing linkages throughout the County to sustain outreach and enrollment activities will be addressed through participation in strategic planning meetings with stakeholders including municipalities, community agencies, colleges, neighborhood, and trade associations.

Provide information in a manner that is culturally and linguistically appropriate to the population served by the Marketplace, including individuals with limited English proficiency, and that is accessible to individuals with disabilities, consistent with the requirements of 155.210(e)(5) and 155.215(c) and (d): All County Navigators will complete a robust and comprehensive diversity training program. Training focuses on best practices for sensitivity, diversity and language barrier awareness that increased sensitivity of the myriad of factors such as race, ethnicity, gender, education or income, disability, geographic location (e.g. rural or urban), or sexual orientation, that affect a consumer's needs and the way in which they may conceptualize health and healthcare.

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Staff will be provided “Bridges Out of Poverty” training which is a unique and powerful tool designed specifically for social, health, and legal services professionals. Based in part on Dr. Ruby K. Payne’s myth shattering *A Framework for Understanding Poverty*, Bridges reaches out to service providers especially those in health and human services whose daily work connects them with the lives of people in poverty. According to Payne, people in poverty face challenges virtually unknown to those in middle class or wealth- challenges from both obvious and hidden sources. Navigators will be trained to listen to every consumer’s individual needs regarding healthcare before assisting them in understanding their plan options.

Even with training, we acknowledge that Navigators may be limited in communicating effectively due to high levels of poverty. Navigators will spend additional time with the individual or family as necessary to complete the enrollment process. In addition, post enrollment assistance is available to each consumer to facilitate use of the benefits of health insurance coverage.

HS educates low income clients regarding medical programs that they may be eligible for such as Medicaid, Medicare, CHIP and the local Pinellas County Health Program, and will continue to assist eligible individuals with enrollment if they qualify for these types of coverage.

The County adheres to CLAS standards for printed educational materials as well as the contracting of bilingual Navigators from diverse cultural backgrounds.

All efforts will be made to hire a diverse staff of Navigators to reflect the languages and cultures predominant in our community, including Spanish and Haitian Creole. The geographical placement of our Navigator staff will be strategically assigned to gain the highest value relative to language skills for our consumers throughout the community and will be reviewed quarterly. In addition, all Navigators will be trained to assist consumers with access to translators through Healthcare.gov.

The County and project partners have made services available and accessible to individuals with disabilities throughout the County. All service centers are ADA compliant and accessible to individuals with physical disabilities. Every proposed navigator location in Pinellas County provides handicapped parking, is wheelchair accessible, and has areas for curb-side drop-offs.

Navigators will make every effort to provide any additional reasonable accommodations when possible to support individuals with disabilities. Accommodations may include reconfiguration of the office space, different seating options, assistance using the computer, remote assistance, and/or more time for an appointment as needed and requested by the individual.

Plan to comply with all statutory & regulatory requirements applicable to the Navigator program, as set forth in 45 C.F.R. 155.210 and 155.215, for the entire length of the cooperative agreement period: Pinellas County Human Services Navigators have historically and upon receiving a grant will perform statutory and regulatory duties for the entire length of the cooperative agreement.

Attestation regarding Conflicts of Interest: Persons serving as Pinellas County Navigators are required to comply with county guidelines and standards adopting the Florida Statutes

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Section 112 (entitled, Code of Ethics for Public Officers and Employees). State of Florida law also sets guidance for navigators in the Florida Statutes Section 626.995 (entitled, Navigators) et. Seq. A copy of the Conflict of Interest Policy is provided to all Navigators upon employment.

Training Standards: Navigators will attend required trainings including the annual HHS training, any training requirements set forth by the State, as well as County identified training in areas of sensitivity, diversity, and the specific “Bridges Out of Poverty” training. Navigators will be required to participate in continuing education trainings provided and to undergo a period of shadowing/mentorship with an experienced assister before providing assistance independently. All Navigators will complete the required HHS federal, State, and County required training by October 1, 2021. Navigators and volunteers will continue to maintain expertise in eligibility, enrollment, and program specifications through a variety of training and compliance monitoring standards.

Operational Readiness: Pinellas County, a five (5) year historical awardee of federal funding for the Cooperative Agreement program, has experience with quickly ramping up a program and meeting project goals in a short time frame. Navigator positions will be posted upon notice of award of grant August 27, 2021, with interviews conducted during posting period, so that all positions can be offered and on boarded by HR with sufficient time to complete the required federal, state, and County training by October 1, 2021.

Examples: Pinellas County, as a unit of local government, has significant experience setting up programs quickly and meeting goals. As an entity versed in emergency response, employees are trained to respond to natural disasters, sunny-day events, and pandemics. Upon the arrival of Covid-19 in Pinellas County, the Human Services Department established an award-winning, non-congregate sheltering plan for homeless individuals who tested positive or needed to be quarantined/isolated due to exposure to the virus. The non-congregate plan was the first in the State to receive approval by FEMA. Secondly, with over 25 grant programs managed by the Human Services Department, the team is experienced in accepting awards, subcontracting when necessary, gathering key community stakeholders and establishing a timeline to meet implementation goals including our past five years with the Navigator awards.

3. Plan Year 2021-2022 Project Goals

Pinellas County has carefully considered the proposed service area, history of success in reaching agreed upon goals, and has made realistic project goals for the carrying out all required duties during the 12-month project period as follows:

- Number of public outreach, enrollment, and educational events (in-person or virtual) expected to be hosted for purposes of raising awareness about the FFEs and helping consumers understand their health coverage options
 - **Goal:** 100

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- Number of consumers expected to be reached through marketing and promotion activities, as measured through social media impressions, viewership, listenership, etc.
 - **Goal:** 1,500,000
- Number of consumers expected to receive 1:1 assistance from an FFE Navigator in response to general or specific inquiries
 - **Goal:** 3,000
- Number of consumers expected to be assisted by an FFE Navigator with enrolling or re-enrolling in a QHP
 - **Goal:** 550
- Number of consumers expected to be assisted by an FFE Navigator with Medicaid/CHIP applications or referrals
 - **Goal:** 80
- Number of FFE Navigators to be federally trained and certified/re-certified by **October 1, 2021**, broken out as follows:
 - Total percentage of full-time employees (FTE) 100%
 - Total number of full-time and part-time Navigators 5.5
 - Total number of volunteer Navigators 0
- Number of FFE Navigators available to assist consumers **throughout the duration of the 2021-2022 budget period**, broken out as follows:
 - Total percentage of full-time employees (FTE) 100%
 - Total number of full-time and part-time Navigators 5.5
 - Total number of volunteer Navigators 0.
- Number of consumers provided information and assistance during the entire 2021-2022 budget year with the additional activities as stated in 155.210(e)(9):
 - Assisting consumer with complex cases: **Goal:** 30
 - Exchange-related components of the premium tax credit reconciliation process, and understanding the availability of IRS resources on this process: **Goal:** 100
 - Understanding basic concepts and rights related to health coverage use utilizing Coverage to Care materials: **Goal:** 1000
 - Referrals to licensed tax advisers, tax preparers, or other resources: **Goal:** 125

4. Ensuring Privacy and Security of Consumer Personally Identifiable Information (PII)

Compliance with Security Standards for computers, laptops or tablets: Pinellas County government maintains an Information Security Policy addressing security standards and applicable use for computers, county networks, and databases. This Policy provides information security instructions for all users (employees and third parties) who use computer systems. All users are expected to comply with this Policy as a condition of employment or access to the Enterprise Network. To date the County has had no instances of security breaches associated with this project. Staff actively discusses the plan of action, including reporting any violation through the appropriate human resources channels for disposition in accordance with Sections 1411g of the Affordable Care Act and 45 C.F.R 155.260.

Navigator Training to Protect Consumer PII: Navigators receive and accept the following policies upon employment regarding PII other sensitive data: 1) the County's Information Security Policy, 2) PC Policy to Safeguard Personally Identifiable Information; and 3) the HS HIPAA/HITECH Act Policies and Procedures. In addition, all HS employees must complete the HIPAA/HITECH training annually. Navigators receive training on FFE privacy and security standards as part of the annual (re)certification training required by HHS.

Navigators do not handle or keep any information that is classified as PII. When working with a consumer, the Navigator allows the consumer to directly enter all PII data into the computer. Should a consumer not be able to enter their own personal information due to a disability or low computer skills, the Navigator, with the consumer's consent, will enter the information. The consumer has a full-screen view of the data entered by the Navigator on their behalf for review and consent. Any email correspondence containing PII is safeguarded with encryption to mitigate the risk of information loss. During large enrollment events, the County ensures individual security standards, including privacy screens and partition spaces.

Obtaining Authorization of Applications Prior to Accessing PII: During the initial meeting between a consumer and a Navigator, the consumer is provided with a consent form covering our privacy policy and etiquette for handling PII, along with a complete description of the Navigator's Roles and Responsibilities. The consumer must provide authorization, via this consent form, prior to the Navigator obtaining any personally identifiable information.

Completion of required Training and Security/Privacy Compliance: Upon employment, all Navigators begin an annual process to complete certification/re-certification training from HHS and become (re)certified and licensed by the State; certifications are mandatory to be able to assist consumers as Navigators. Training related to privacy and security of PII is an important module of the training received. In addition, the County Attorney conducts HIPAA training annually for all HS staff.

Track Record Handling and Protecting Consumer PII as Navigator Awardee: To date, the County has had no security breaches, or mishandling of consumer PII related to Navigator duties during any grant period. Navigators review the proper procedures for handling consumer

PII on a monthly basis. All consent forms signed by consumers are retained on a secure server at the County. No paper copies are retained by staff.

Evaluating staff qualifications for receiving, securing and handling PII: The employment application and interview process evaluates an individual's qualifications for handling PII data. In addition, all Navigators are mentored and periodically evaluated throughout the year to ensure adherence with PII standards.

Background Checks: All Pinellas County new hires shall be subject to a national criminal background check. The requirement may be waived by the Appointing Authority for retirees from Pinellas County Government and other temporary workers needed on an emergency basis for periods of 30 days or less. Candidates must pass the HR application process and background check, and the State of Florida background check for registration. In 2013, the Florida Legislature passed legislation requiring individuals acting as "Navigators" under the ACA to be **registered with the Florida Department of Financial Services (DFS)**. Registration with DFS includes submission of fingerprints for a criminal background check. Certain crimes would either permanently bar an individual from registration or disqualify an applicant for specified periods. An applicant who has committed a felony of the first degree, a capital felony, a felony involving money laundering, fraud, embezzlement, or a felony directly related to the financial services business is permanently barred from applying for a license. Additional information for applicants with a criminal history seeking to register as a navigator can be found at: <http://www.myfloridacfo.com/Division/Agents/Licensure/PriorCrimHist.htm>. The County's also requires former employment verification and two positive references.

Neither the County, nor to the County's knowledge, the State, use the Office of Inspector General (OIG) Sanction Check when screening or conducting background checks on individuals.

5. Accomplishments

Pinellas County Human Services has provided health and social services to the indigent, homeless and otherwise vulnerable populations within its surrounding communities for 50 years. Pinellas County has consistently met or exceeded our outlined project goals and are pleased to share our track record and accomplishments with the Navigator Program specific to the activities outlined below:

Developing and maintaining relationships with key stakeholders: As stated previously, the County has an extensive network of relationships with stakeholders, especially those that serve underserved or vulnerable population(s). During the previous Navigator grant periods 2013-2018, Pinellas County cultivated partnerships with community leaders, churches, and community organizations such as the Pinellas County School Board, Career Source Pinellas, Neighborhood Family Centers, Pinellas County Library System and Enroll America. Those partnerships enabled us to reach citizens in places they have become familiar with and trust.

Conducting Public Outreach: HS has provided health and social services to the indigent, homeless and otherwise vulnerable populations within its surrounding communities for over 50

years. Services center on access to care, self-sufficiency and improved quality of life. Development of the Navigator Program applies the same concepts. As our Navigators conduct Outreach and Enrollment activities, our priority will be to do a total assessment of the consumer's needs and if the consumer does not qualify for Marketplace coverage, we will work diligently to connect them with one of our community partners skilled in that consumer's area of need. During the previous Navigator grant periods 2013-2018, Pinellas County has hosted or attended over 1,500 outreach events reaching over 319,688 residents in targeted community events across the County. Beyond attending and personally interacting with consumers, the County's marketing program, inclusive of bilingual, television, radio, print, social media and brochures/posters, reached millions of consumers to raise awareness of the program and consumer's ability to have assistance with accessing health insurance coverage.

Providing information and services in a fair, accurate, and impartial manner to underserved or vulnerable population(s) that have historically experienced health care access barriers in a manner that is culturally competent and linguistically appropriate to that community(ies), while remaining ready to serve any consumer seeking assistance: As a public agency, HS is ethically obligated to provide information to residents in a non-partisan manner and free of any conflict of interest. Sensitivity skills training will be provided to all Navigators to reinforce effectively communicating with individuals from culturally diverse backgrounds, those in poverty, and with those who may have disabilities in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Staff will be provided "Bridges Out of Poverty" training which is a unique and powerful tool designed specifically for social, health, and legal services professionals. Based in part on Dr. Ruby K. Payne's myth shattering *A Framework for Understanding Poverty*, Bridges reaches out to service providers especially those in health and human services whose daily work connects them with the lives of people in poverty. According to Payne, people in poverty face challenges virtually unknown to those in middle class or wealth--challenges from both obvious and hidden sources. Training focuses on best practices for sensitivity, diversity and language barrier awareness that increased sensitivity of the myriad of factors such as race, ethnicity, gender, education or income, disability, geographic location (e.g. rural or urban), or sexual orientation, that affect a consumer's needs and the way in which they may conceptualize health and healthcare. While the County's work plan has been formulated to target underserved or vulnerable populations Navigators provide assistance to all consumers.

Facilitating enrollment in QHPs by helping consumers with varying levels of education, financial, and health literacy understand basic concepts related to health coverage once enrolled: The County works primarily with low income residents assisting with a variety of services. This population has been shown to have lower educational levels, and may lack the educational, financial, and health literacy necessary to navigate the new healthcare system on their own. Through cultural sensitivity/linguistic training received accompanied by the provision of services and assistance with applying for various federal benefits, all staff members are skilled at providing information in a cultural and linguistic manner appropriate to the individual.

The County's Navigators will assess the consumer's needs and level of understanding to assist the consumer with the application process, explain the health plans and differences between options they are eligible for, and receive an eligibility determination through the Marketplace. In addition to QHPs through the Marketplace, Navigators educate consumers about the full range of coverage options available, such as Medicaid or the local Pinellas County Health Program depending on the consumer's individual situation. Navigators explain how Advance Premium Tax Credits and Cost Sharing work. Navigators may need additional time to walk through the enrollment process and post enrollment "Coverage to Care" roadmap more thoroughly with individuals living in poverty in the zones. Fostering these 1:1 interactions with consumers facilitates their enrollment in health insurance, increases consumers' health literacy and helps consumers maintain coverage to health services.

- **Effectively working with individuals with limited English proficiency, individuals with disabilities, underserved, vulnerable, or rural populations, including ensuring accessibility and usability of Navigator tools and functions:** The County makes all efforts to hire a diverse workforce, representing the languages and cultures of the community. Staff are trained to provide assistance in the primary spoken language through either bilingual staff or the use of professional translation services. Beyond working with those whose primary language spoken other than English, Navigators also must work with individuals whose English proficiency is low due to low levels of education. Navigators will spend additional time working with these individuals by orally communicating Marketplace materials and the website to them to ensure that they understand.

All physical locations contracted with by the County to provide services are ADA compliant. In addition, Navigators will make every effort to assist individuals and families with disabilities when possible by making any additional physical accommodations including configuration of office space or providing different seating arrangements, additional time for appointments, remote assistance, and/or assisting with the use of computers upon request.

During the previous Navigator grant periods 2013-2018, Pinellas County assisted 3,385 individuals whose primary spoken language is a language other than English. The top five languages used by consumers include Spanish, Vietnamese, Haitian Creole, French and German. HS made every effort to hire individuals with culturally diverse backgrounds, and provided training for all Navigators in serving these populations.

6. Expertise of Personnel

Key Personnel: *Authorized Organizational Representative:* Barry Burton, County Administrator, serves as the AOR for all grant programs awarded to the County. As the AOR, he has the ability to act on the organization's behalf on matters related to the award and administration of grants. *Project Director:* Danyelle Green, Human Services Program Administrator, a full-time employee of the Pinellas County Human Services Department will be the Project Director. Ms. Green will be responsible for overall oversight of the Cooperative Agreement/Navigator Program within Pinellas County. She performs management level work

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requiring strong leadership and decision-making skills; coordinates, supervises, and oversees activities related to Eligibility for the County's Indigent Care Program, Case Management/Alternative Benefits Programs, and Family Housing Assistance Programs within the department; performs budget preparation, program planning, staff selection, coaching and counseling. **Program Manager:** Erin Richards, Human Services Program Manager, is a temporary employee of the Human Services Department. Ms. Richards will be responsible for the day-to-day operations of the Cooperative Agreement/Navigator Program within Pinellas County and will report directly to the Project Director.

Examples: As a five (5) year **historical awardee** of federal funding for the Cooperative Agreement program, Pinellas County has a history of successful compliance with the terms and conditions associated with a federal grant or cooperative agreement. On two occasions in the 2017-2018 grant year, the CMS Project Officer (PO) asked Pinellas County to mentor a fellow grantee to improve their outreach strategies, increase enrollment, and prepare a presentation that highlights effective/efficient practices for facilitating consumer enrollment assistance and outreach initiatives. Pinellas County was identified by the PO as a strong performer and CMS leadership wanted to highlight Pinellas County in this presentation.

Pinellas County also maintains several grants from SAMHSA and HRSA of the U.S. Department of Health & Human Services. None of these grants have been found out of compliance, have been successfully implementing their programs, and continues to benefit the citizens of Pinellas County.

Oversee and Monitor the Program: The AOR, as a County entity, delegates authority to the Human Services Department to implement the awarded grant program. Danyelle Green will maintain overall responsibility for the oversight of the Cooperative Agreement working in coordination with the Program Manager. The Program Manager is responsible for overseeing the implementation of project activities, coordination with other agencies, development of materials, provisions of in-service and training, conducting meetings; designs and directs the gathering, tabulating and interpreting of required data; responsible for overall project evaluation and for staff performance evaluation; and is the responsible authority for ensuring necessary reports/documentation are submitted to CMS/CCIIO. Also performs all Navigator functions.

Staffing Capacity & Timeline: Pinellas County plans to hire five (5) Navigators, along with the Program Manager, to perform the duties as required by the Cooperative Agreement for the 36-month period. All six navigators will report to the Program Director. Pinellas County, a five (5) year historical awardee of federal funding for the Cooperative Agreement program, has experience with quickly ramping up a program and meeting project goals in a short time frame. Navigator positions will be posted upon notice of award of grant August 27, 2021, with interviews conducted during posting period, so that all positions can be offered and on boarded by HR with sufficient time to complete the required federal, state, and County training by October 1, 2021.

Staff expertise with the Health Insurance Exchanges, and how they ensure that all paid and unpaid staff performing Navigator duties successfully complete the required federal certification or recertification training as well as any applicable state Navigator requirements before assisting consumers in the Exchanges: In 2021-2022, HS will hire five (5) Grant Workers to be Navigators, in addition to the Program Manager, for the program to effectively assist, educate, and enroll eligible residents within the Exchange. All Navigators will complete their federal and state-required certification prior to assisting consumers. All Navigators will receive ongoing training in working with individuals in poverty and the barriers they may face including cultural and language barriers, low education levels or literacy and health literacy levels.

All hiring, training and certification will be completed by October 1, 2021.

Staff expertise in with the FFEs, conducting public education and outreach activities, assisting consumers in obtaining health coverage eligibility determinations, finding available health insurance options (including public programs), and working with individuals with limited English proficiency, individuals with disabilities, and underserved or vulnerable populations: Before the passage of the Affordable Care Act and presently, County staff continue to provide eligibility assistance to consumers for the County's health plan or federal/state programs and provides assistance to consumers for disability or veterans benefit programs.

Upon receiving the Cooperative Agreement for 2013-2018, the County contracted with additional staff specific to the ACA all of whom completed the required certifications/trainings necessary to assist consumers with the Exchange as well as referring consumers to other benefits for which they may be eligible. If awarded, the County is committed to rebuilding and executing the Navigator Program through the our well-qualified and trained Program Manager, and hiring five additional Navigators. The Program Manager, Erin Richards, has worked as a temporary employee for Pinellas County Human Services for 7 years with oversight of the Affordable Care Act programming, including the Navigator programming from 2014-2018.

Staff will become certified and complete all the required and optional federal, state and local training programs by October 1, 2021. The County will continue to be a leading public service agency in assisting its residents to maximize all available options for health coverage and benefits.

Navigators will provide assistance to consumers in obtaining health coverage determinations, finding available options in both the Federal Exchange as well as through other federal and non-federal programs, such as Medicaid and the Pinellas County Health Program. Navigators will be expected to pro-actively conduct public outreach and cultivate opportunities to engage with consumers in the target areas.

Description of how the proposed staffing for this project reflects the cultural, linguistic, and other characteristics/preferences of the target population(s) that the applicant proposes to serve, and their ability to provide assistance to consumers in a way that is

accessible and accommodating to meet the needs of individuals with disabilities: All Navigators will receive extensive training in working with individuals of limited English proficiency, individuals with disabilities, and underserved or vulnerable populations through a variety of programs and services. This training makes them aware of and sensitive to the myriad of factors that affect a consumer's needs and the way in which they may conceptualize health and healthcare. In all cases, the Pinellas County Navigators are taught to listen to every consumer's individual needs regarding healthcare before assisting them in understanding their health coverage options. Pinellas County adheres to CLAS standards by providing brochures and other material printed in common languages and by hiring bilingual Navigators from diverse cultural backgrounds. The geographical placement of our Navigator staff is strategically assigned to gain the highest value relative to language skills for our consumers throughout the community.

Budget Narrative File(s)

* **Mandatory Budget Narrative Filename:**

To add more Budget Narrative attachments, please use the attachment buttons below.

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Budget Narrative Justification | FOA: CA-NAV-21-001

A. Personnel

<i>Personnel Total:</i>	298,674
<i>Grant:</i>	\$257,061
<i>Funding Other than Grant</i>	\$41,613
<i>Sources of Funding:</i>	HRSA & County Funds

Position Title	Name (if known)	Annual	Time	Months	Federal Amount Requested
Program Administrator/ Project Director	Danyelle Green	\$96,117	10%	12	\$0
Program Manager	Erin Richards	\$64,002	50%	12	\$32,001
Navigator	TBD	\$45,012	100%	12	\$45,012
Navigator	TBD	\$45,012	100%	12	\$45,012
Navigator	TBD	\$45,012	100%	12	\$45,012
Navigator	TBD	\$45,012	100%	12	\$45,012
Navigator	TBD	\$45,012	100%	12	\$45,012
Total					\$257,061

Job Description: Program Administrator/Project Director – Danyelle Green

Danyelle Green, Human Services Program Administrator, is a full-time employee of the Human Services Department. **Job Summary:** An individual in this position performs management level work requiring strong leadership and decision-making skills; coordinates, supervises, and oversees the activities related to the Eligibility Assistance for the County’s Indigent Care Program, Case Management/Alternative Benefits, and Family Housing Assistance Programs within the department; performs budget preparation, program planning, staff selection, coaching, and counseling.

Ms. Green will be responsible for overall oversight of the Cooperative Agreement/Navigator Program within Pinellas County.

Job Description: Grant Worker/Program Manager – Erin Richards

Erin Richards, Human Services Program Manager, is a temporary employee of the Human Services Department. **Job Summary:** This is professional administrative and supervisory work coordinating the development and enhancement of new and existing programs related to the delivery of human services. An employee in this class is responsible for overseeing complex research, policy, and program development. The incumbent is responsible for program

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evaluation, contract administration, grant administration, report generation, outcome assessment, quality assurance/quality improvement, legislative monitoring/evaluation, special research projects, and other Human Services related processes. Senior Human Services managers rely upon the performance of the incumbent to maintain efficient and effective agency processes for delivery of services. The incumbent demonstrates and applies expert knowledge and a clear understanding of the decision making processes within the Human Services system. Assignments are usually broad in scope and require considerable independent judgment and decision making. The incumbent reports to the Director, Deputy or designee.

Ms. Richards will be responsible for the day-to-day operations of the Cooperative Agreement/Navigator Program within Pinellas County and will report directly to the Program Administrator/Project Director. The Program Manager is responsible for overseeing the implementation of project activities, coordination with other agencies, development of materials, provisions of in-service and training, conducting meetings: designs and directs the gathering, tabulating and interpreting of required data; responsible for overall project evaluation and for staff performance evaluation; and is the responsible authority for ensuring necessary reports/documentation are submitted to CMS/CCIIO. This position relates to all project objectives. Also performs all Navigator functions.

Ms. Richards joined the County in 2014 after spending the 2013 Open Enrollment as a CMS Enrollment Assistance Program Supervisor. She was the Program Coordinator for the Pinellas County Navigator Program for the remainder of the 2013-2014 grant and then for the 2015-2016 and 2016-2018 grant periods. From 2018-2021 Ms. Richards has been the Program Coordinator for the Pinellas County Affordable Care Act Program as a Certified Application Counselor. Prior to her Affordable Care Act work Ms. Richards has over 18 years' experience as a manager in a variety of retail industries.

Job Description: Grant Worker/Navigator(s) - TBD

The Navigator position is a Grant Worker classification within the Human Services Department.

Job Summary: Performs work assisting the manager or managers of a specific department or departments of the County; maintains assigned duties in conformance with the grant; may perform staff work or line operations.

Navigators provide outreach, education, and enrollment services to families and individuals eligible for insurance programs through the Marketplace. The Navigator is responsible for meeting projected enrollment goals, coordinating outreach & enrollment efforts by working collaboratively with other staff, member clinics and working with community-based organizations. The Navigator also provides ongoing post enrollment assistance utilizing the Coverage to Care materials designed by CMS.

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Budget Narrative Justification | FOA: CA-NAV-21-001

B. Fringe Benefits

<i>Fringe Benefits Total:</i>	<i>\$197,470</i>
<i>Grant:</i>	<i>\$175,716</i>
<i>Funding Other than Grant</i>	<i>\$21,755</i>
<i>Sources of Funding:</i>	<i>HRSA Health Center Program & County Funds</i>

Fringe Benefit	Rate	Salary Requested	Federal Amount Requested
FICA	0.0765	\$257,061	\$19,665
State Retirement Contributions	0.1074	\$257,061	\$27,608
Group Insurance – Life	0.0016	\$257,061	\$412
Long-Term Disability	0.0051	\$257,061	\$1,311
Sub-Total	0.1906	\$257,061	\$48,996
Aggregate Rate – Full-Time Positions			
Group Health Insurance	\$21,660	5.5 FTE	\$119,130
Group Dental Insurance	\$990	5.5 FTE	\$5,445
Short Term Disability	\$390	5.5 FTE	\$2,145
Sub-Total Annual Amount per Full-Time Position	\$23,040	5.5 FTE	\$126,720
Total			\$175,716

Fringe benefit rates are based upon the proposed FY22 Pinellas County Employee Benefit (October 1, 2021-Sept 30, 2022) budget estimates for County employees. These rates/estimates are subject to change and subject to the approval of the Board of County Commissioners.

C. Travel

<i>Travel Total:</i>	<i>\$21,280.00</i>
<i>Grant:</i>	<i>\$19,040.00</i>
<i>Funding Other than Grant</i>	<i>\$2,240.00</i>
<i>Sources of Funding:</i>	<i>HRSA/Health Center Program</i>

Purpose of Travel	Location	Item	Rate	Cost
Program Manager -Outreach Events/ Supervision	Various locations within Pinellas County	200 trips @ avg 20 miles/trip	0.56/mile	\$2,240.00

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Purpose of Travel	Location	Item	Rate	Cost
Navigators - Outreach Events	Various locations within Pinellas County	300 trips @ avg 20 miles/trip x 5 FTES	0.56/mile	\$16,800.00
Total				\$19,040.00

Travel identified in this budget further the County's efforts to accomplish specific project goals including facilitating assistance for a larger number of consumers and education. All travel is considered local travel for Navigators to attend local outreach sites from satellite offices and for the Program Manager to travel to sites to monitor program implementation.

D. Equipment

<i>Equipment Total:</i>	<i>\$0</i>
<i>Grant:</i>	<i>\$0</i>
<i>Funding Other than Grant</i>	<i>\$0</i>
<i>Sources of Funding:</i>	<i>N/A</i>

Item	Rate	Cost
Not Applicable	N/A	\$0
Total		\$0

The County does not anticipate any equipment purchase for this program

E. Supplies

<i>Supplies Total:</i>	<i>\$7,590</i>
<i>Grant:</i>	<i>\$7,590</i>
<i>Funding Other than Grant</i>	<i>\$0</i>
<i>Sources of Funding:</i>	<i>N/A</i>

Item	Rate	Cost
General Office Supplies	\$200/yr x 5.5 staff	\$ 1,100.00
Customized Magnetic Name Badges	\$50 pp x 6 persons	\$ 300.00
Laptop Computer	\$1200 pp x 5 FTE	\$6,000.00
Headset	\$38 pp x 5 FTE	\$ 190.00
Total		\$7,590.00

Pinellas County Board of County Commissioners

Budget Narrative Justification | FOA: CA-NAV-21-001

The County will utilize general office supplies to be used by Navigators to carry out daily activities of the program. Supplies include general office supplies (pens, pencils, paper, etc.) and personalized name badges for each staff member/Navigator. The five new Navigators will need a laptop computer with headset/microphone.

F. Consultant/Subrecipient/Contractual Costs

<i>Consultant Total:</i>	<i>\$0</i>
<i>Grant:</i>	<i>\$0</i>
<i>Funding Other than Grant</i>	<i>\$0</i>
<i>Sources of Funding:</i>	<i>N/A</i>

Item	Rate	Cost
Not Applicable	N/A	\$0
Total		\$0

Pinellas County does not anticipate any consultant, subrecipient or contractual costs at this time. All personnel will be directly employed by Pinellas County government and perform all duties and responsibilities associated with this Cooperative Agreement/Navigator program.

G. Construction (if applicable)

<i>Construction Total:</i>	<i>\$0</i>
<i>Grant:</i>	<i>\$0</i>
<i>Funding Other than Grant</i>	<i>\$0</i>
<i>Sources of Funding:</i>	<i>N/A</i>

Item	Rate	Cost
Not Applicable	N/A	\$0
Total		\$0

H. Other

<i>Other Total:</i>	<i>\$40,034.00</i>
<i>Grant:</i>	<i>\$39,602.00</i>
<i>Funding Other than Grant</i>	<i>\$432.00</i>
<i>Sources of Funding:</i>	<i>HRSA/Health Center Program</i>

Pinellas County Board of County Commissioners

Budget Narrative Justification | FOA: CA-NAV-21-001

Item	Rate	Cost
Florida State Fingerprinting & Licensing for Navigators	\$110 pp x 5 FTEs	550.00
Monthly Fee & Usage Charges for Aircard Service	5.5 FTEs x \$25/mo	1650.00
Monthly Fee & Usage Charges for Cell Phone Service	5.5 FTEs x \$47/mo	3102.00
Vendor Fees for Booth Spaces at Events	Limited fees for 1-2 events; most free	400.00
Tri-Fold, Full Color Brochure	English/Spanish	500.00
Business cards	English/Spanish	200.00
Posters	English/Spanish	200.00
Social Media Advertising	Facebook, Twitter: Posts year-round, events and Open Enrollment deadlines	5,000.00
	Pulpo media (Spanish): #1 Hispanic Ad Network Desktop Display and Mobile Display Banners	5,000.00
TV 30-second PSA	Bay News 9/CNN - English: uninsured, low-income	5,000.00
	WOW!: Bravo, Family, Food Network, FX, Hallmark, HGTV, Lifetime, OWN, TBS, TNT, USA Network	5,000.00
	Entravision- Tampa Bay- Spanish: Univision Tampa Bay/ Unimas Tampa Bay	4,000.00
Print Ads	Tampa Bay Times/tbt Holiday Guide	2,000.00
	tbt* edition	1,000.00
	Tampa Bay Newspapers: Print and Online Banner ads	5,000.00
	Weekly Challenger	1,000.00
Total		39,602.00

Pinellas County Board of County Commissioners

Budget Narrative Justification | FOA: CA-NAV-21-001

Pinellas County covers the cost to the Navigators to obtain their State of Florida license at \$110pp in addition to a subscription for wireless mifi and cell phone services that enable Navigators to complete their duties from any location. The remaining expenses in this category are the anticipated marketing expenses for Navigators to participate in outreach events, advertising, and creating and printing promotional materials for consumers.

BUDGET INFORMATION - Non-Construction Programs

OMB Number: 4040-0006
Expiration Date: 02/28/2022

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget				
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)		
1. Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges		\$	\$	\$ 1,497,027.00	\$	\$ 198,120.00	\$	\$ 1,695,147.00
2.								
3.								
4.								
5. Totals		\$	\$	\$ 1,497,027.00	\$	\$ 198,120.00	\$	\$ 1,695,147.00

SECTION B - BUDGET CATEGORIES

6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				Total (5)
	(1)	(2)	(3)	(4)	
	Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges	N/A	N/A		
a. Personnel	\$ 257,061.00	\$ 257,061.00	\$ 257,061.00	\$	\$ 771,183.00
b. Fringe Benefits	175,716.00	175,716.00	175,716.00		527,148.00
c. Travel	19,040.00	19,040.00	19,040.00		57,120.00
d. Equipment	0.00	0.00	0.00		0.00
e. Supplies	7,590.00	7,590.00	7,590.00		22,770.00
f. Contractual	0.00	0.00	0.00		0.00
g. Construction	0.00	0.00	0.00		0.00
h. Other	39,602.00	39,602.00	39,602.00		118,806.00
i. Total Direct Charges (sum of 6a-6h)	499,009.00	499,009.00	499,009.00		\$ 1,497,027.00
j. Indirect Charges					\$
k. TOTALS (sum of 6i and 6j)	\$ 499,009.00	\$ 499,009.00	\$ 499,009.00	\$	\$ 1,497,027.00
7. Program Income	\$	\$	\$	\$	\$

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SECTION C - NON-FEDERAL RESOURCES

(a) Grant Program		(b) Applicant	(c) State	(d) Other Sources	(e)TOTALS
8.	Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges	\$ 41,243.00	\$	\$ 156,877.00	\$ 198,120.00
9.					
10.					
11.					
12. TOTAL (sum of lines 8-11)		\$ 41,243.00	\$	\$ 156,877.00	\$ 198,120.00

SECTION D - FORECASTED CASH NEEDS

	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	\$ 499,009.00	\$ 124,752.00	\$ 124,752.00	\$ 124,753.00	\$ 124,752.00
14. Non-Federal					
15. TOTAL (sum of lines 13 and 14)	\$ 499,009.00	\$ 124,752.00	\$ 124,752.00	\$ 124,753.00	\$ 124,752.00

SECTION E - BUDGET ESTIMATES OF FEDERAL FUNDS NEEDED FOR BALANCE OF THE PROJECT

(a) Grant Program		FUTURE FUNDING PERIODS (YEARS)			
		(b)First	(c) Second	(d) Third	(e) Fourth
16.	Cooperative Agreement to Support Navigators in Federally-facilitated Exchanges	\$ 499,009.00	\$ 499,009.00	\$ 499,009.00	
17.					
18.					
19.					
20. TOTAL (sum of lines 16 - 19)		\$ 499,009.00	\$ 499,009.00	\$ 499,009.00	

SECTION F - OTHER BUDGET INFORMATION

21. Direct Charges: 1497027	22. Indirect Charges: 0
23. Remarks:	

ASSURANCES - NON-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee- 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.
7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction subagreements.
10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.
19. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

<p>SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL</p> <p>Barry Burton</p>	<p>TITLE</p> <p>County Administrator</p>
<p>APPLICANT ORGANIZATION</p> <p>Pinellas County dba Board of County Commissioners</p>	<p>DATE SUBMITTED</p> <p>07/03/2021</p>

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The following attachment is not included in this view since it is not a read-only PDF file.

The agency will receive all application forms and attachments without any data loss.

OtherNarrativeAttachments_1_2-Attachments-1234-Mandatory Application Co

ver Letter_Pinellas County FY21 - signed.pdf

Pinellas County Board of County Commissioners

2021-2022 Work Plan & Timeline | FOA: CA-NAV-21-001

Goal 1: Complete Navigator Training & Certification and Maintain Expertise of Personnel			
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible
1.1 Post new Navigator positions, hire Navigators and complete onboarding	September 2021	5 Navigators will be hired	Program Director, Danyelle Green Program Manager, Erin Richards
1.2 Successfully complete all required and applicable federal and/or state consumer assistance training.	October 1, 2021	100% of Navigators including the Program Manager will complete the required trainings and pass the certification test annually.	Program Manager, Erin Richards
1.2 Schedule weekly conference calls and quarterly in-person meetings and training, when available, with staff members to review policies, procedures, updates, etc., and to answer any staff questions and concerns	October 2021 – August 2022	All staff attend and have an outlet to share experiences with other Navigators; and can provide direct feedback (positive and negative) to program administrators that can help improve the program and consumer experience.	Program Manager, Erin Richards
1.3 All Navigators are expected to review the weekly newsletters and participate in CMS webinars when available.	October 2021 – August 2022	Navigators review the most recent updated information provided by CMS on best practices, policy updates, and frequently asked questions.	Program Manager, Erin Richards

Goal 2: Provide Navigator Services to Consumers			
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible
2.1 Perform public outreach, enrollment, and educational events (in-person or virtual)	October 2021 – August 2022	Navigator will attend and/or host 100 events to raise awareness about the FFEs and help consumers understand their health coverage options	Program Manager, Erin Richards Navigators
2.2 Implement marketing and communications plan	October 2021 – August 2022	1,500,000 consumers will be reached through marketing and promotion activities, as measured through social media impressions, viewership, listenership, etc.	Program Manager, Erin Richards Communications staff
2.3 Perform outreach and enrollment assistance activities	October 2021 – August 2022	Navigators will assist 3,000 consumers in 1:1 interactions in response to general or specific inquiries during the entire 2021-2022 budget period	Program Manager, Erin Richards Navigators
2.4 Assist consumers with enrolling or re-enrolling in a Qualified Health Plan (QHP)	October 2021 – August 2022	Navigators will assist 550 consumers with enrollment or reenrollment in a QHP during the entire 2021-2022 budget period	Program Manager, Erin Richards Navigators

Goal 2: Provide Navigator Services to Consumers			
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible
2.5 Provide assistance to consumers with Medicaid/CHIP applications or referrals	October 2021 – August 2022	Navigator will provide 80 consumers with assistance applying for or being referred to Medicaid/CHIP during the entire 2021-2022 budget period	Program Manager, Erin Richards Navigators
2.6 Refer consumers to other benefit programs, when appropriate	October 2021 – September 2022	100% of consumers who do not sign up through the Exchange for ACA coverage are referred to other benefit programs/services, including federal, state, and local programs such as the Pinellas County Health Program	Program Manager, Erin Richards Navigators
2.7 Provide information in a fair, accurate and impartial manner	October 2021 – August 2022	Services provided are in a manner consistent with the consumers’ needs (cultural and linguistic, disabilities, languages spoken)	Program Manager, Erin Richards Navigators
Goal 3: Maximize Program Impact			
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible
3.1 Evaluate progress and revise strategies as appropriate with emphasis on reaching individuals in the identified target areas of the county with the highest number of underserved or vulnerable consumers.	October 2021 – August 2022	Targeted areas are being saturated through a comprehensive marketing and outreach plan	Program Manager, Erin Richards

Goal 4: CMS is Informed on Grantee Progress through Timely Grant Reporting/Updates			
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible
4.1 Prepare and Submit Weekly, Monthly, Quarterly, and Annual reporting	September 2021 – August 2022	100% of reports are uploaded to the grants management and HIOS systems on time.	Program Manager, Erin Richards
4.2 Participate in weekly/bi-weekly conference calls with the Project Officer	September 2021 – August 2022	The County will update the Project Officer regularly of progress to date and incorporate any recommendations.	Program Manager, Erin Richards

Pinellas County Board of County Commissioners

Business Assessment

A. General Information

1. Provide Organization:

- a. Legal Name: *Pinellas County Board of County Commissioners*
- b. EIN: *59-6000800*
- c. Organization Type: *County Government*

2. What percentage of the organization's capital is from Federal Funding?

(percentage = total Federal funding received in previous fiscal year / organization's total gross revenue in previous fiscal year)

According to the FY 2020 audited financial statements, total federal grant revenues (equal to total federal expenditures on the SEFA) were \$118,532,210. Total entity-wide revenues were \$1,558,506,000. So the calculation is 7.6%.

3. Does/did the organization receive additional oversight (ex: Correction Action Plan, Federal Awardee Performance and Integrity System (FAPIS) finding, reimbursement payments for enforcement actions) from a Federal agency within the past 3 years due to past performance or other programmatic or financial concerns with the organization?

Pinellas County has not received additional oversight within the past 3 years due to past performance or other programmatic or financial concerns with the organization.

- a. **If yes, please provide the following information: Name of Federal Agency; reason for additional oversight as explained by the Federal agency:**

N/A

- b. **If resolved, please indicate how the issue was resolved with the agency.**

N/A

4. Does the organization currently manage grants with other U.S. Department of Health and Human Services components or other Federal agencies?

Pinellas County currently has grant funding from the U.S. Department of Health and Human Services' Health Resources Services Administration (HRSA) and Substance Abuse & Mental Health Services Agency (SAMHSA). In addition, the County receives several grants from the Department of Justice including COPS, OVW, OJJDP, and BJA.

5. Explain your organization's process to ensure annual renewal in System for Award Management (to include FAPIS).

The Pinellas County Office of Management and Budget, Grants Center of Excellence, maintains the County's annual renewal in System for Award Management.

6. Explain your organization's process to comply with (a) 45 CFR 75.113 Mandatory Disclosures and (b) your organization's process to comply with FFATA requirements.

Prepared for U.S. Department of Health & Human Services | June 2021

The project manager is responsible for oversight of the implementation of the award supported activities, monitoring activities under the grant scope of work to assure compliance with the applicable requirements, and ensures that performance expectations are being achieved. The project manager is responsible for ensuring that activities comply with the Terms and Conditions of the grant agreement/contract. Additional policies and procedures may be put in place for the program to ensure all statutory regulations are in place. For example, for the HRSA funded health center program, the health center maintains an additional set of policies and procedures that are subject to review by the Office of Financial Management (OFAM) to ensure compliance with legislative mandates. The Pinellas County Office of Management & Budget has internal controls in place to identify potential FFATA subaward obligations. The department responsible for distribution of subawards shall complete a FFATA Subaward Reporting Form for all applicable subaward obligations in the amount of \$25,000.00 or more no later than the 20th of each month following the month that the subaward was executed (see page 36 of the Pinellas County Grants Operations Manual)

7. Do you have conflict of interest policies? Does your organization or any of its employees have personal or organizational conflicts of interest related to the possible receipt of these CMS award funds? If yes, please explain and provide a mitigation plan.

Yes, the County maintains a conflict of interest policy. The County, nor any of its employees, have any known personal or organizational conflicts of interest related to these CMS award funds.

8. Does your organization currently, or in the past, had delinquent Federal debt in the last 3 years? If yes, please explain.

No, Pinellas County has not had delinquent federal debt in the last 3 years.

9. Has the organization obtained fidelity bond insurance coverage for responsible officials and employees of the organizations in amounts required by statute or organizational policy? What is that amount?

Yes, bonds are purchased for all Officers (County Commissioners, and any Appointing Authority required by ordinance or statute to have a bond). Currently bonded are: Commissioners, Tax Collector, Clerk of Court, Sheriff. We also purchase a separate crime policy for ALL employees of Pinellas County.

10. Do you have (and briefly describe) policies and procedures in place to meet the requirements below? If not, explain your plan and estimated timeline for establishing these policies and procedures if selected for an award.

- a. **Make determination between subrecipient versus contracts in accordance with 45 CFR 75.351?** Yes, Pinellas County maintains a policy in the OMB Grants Operations Manual specific to 45 CFR 75.351 – Chapter 7, page 31 This section includes characteristic differences between a subrecipient and contractor and requires a subrecipient checklist to be prepared and maintained for the department.

- b. **Notify entities at the time of the award/agreement if they are a subrecipient in compliance with 45 CFR 75.352.** Yes, all subrecipient agreements clearly identify the required information in the agreement and are vetted through a thorough County review process before execution.
- c. **Manage, assess risk, review audits, and monitor the subrecipient as necessary to ensure that subawards are used for authorized purposes in compliance with law, regulations, and terms and conditions of the award and that established subaward performance goals are achieved (45 CFR 75.351-75.353)?** Yes, the OMB Grants Operations Policy Manual specifically outlines the County's roles and responsibilities in managing and assessing risk, reviewing audits, and monitoring subrecipients - see Chapter 7, pages 33-36.

B. Accounting System

1. Does the organization have updated (last two years) written accounting policies and procedures to manage federal awards in accordance with 45 CFR Part 75?

Yes, Pinellas County's Grants Operations Manual, which is maintained by the Office of Management and Budget was updated on June 30, 2019.

- a. **If no, please provide a brief explanation of why not.** N/A
 - b. **Describe the management of federal funds and how funds are separated (not co-mingling) from other organizational funds.** The County utilizes the Project Accounting module within the Oracle system to track expenditures and revenues related to individual grants separately. The Projects Module interfaces to the General Ledger module so that all transactions are separately identifiable by project number.
- ### 2. Briefly describe budgetary controls in effect to preclude incurring obligations in excess of:
- a. **Total funds available for an award.** Pinellas County Project Managers and/or Grant Managers establish and maintain the overall budget for a grant award. The Department's Business Services staff (financial) enter the budget/awarded amount into the integrated Budget software with the Oracle Financial Accounting system. Budgets are developed by fund, cost center, program, and project. All invoices and supporting documentation received against the grant are reviewed by the Grant Managers and sent to the Business Services Division to enter the information into the accounting system for the grant. Finally, the County's Clerk Finance Department would process payments against the project.
 - b. **Total funds available for a budget cost category.** Pinellas County Project Managers and/or Grant Managers establish and maintain the detailed budget for each grant award. Each invoice is reviewed and approved based on the available funding

in a budget cost category. Any modifications to the approved budget may be made within the guidelines and subject to review and approval of the funding agency.

3. Has any government agency rendered an official written opinion within the last 3 years concerning the adequacy of the organization's accounting system for the collection, identification, and allocation of costs under Federal awards? No

a. **If yes, please provide the name and address of the Agency that performed the review.** N/A

b. **Provide a summary of the opinion.** N/A

c. **How did your organization resolve any concerns?** N/A

4. How does the accounting system provide for recording the non-Federal share and in-kind contributions (if applicable for a grant program).

Yes- Oracle Projects Module separately records a breakdown of non-federal share and in-kind contributions using a task structure. Tasks are fully customizable.

5. Does the organization's accounting system provide identification for award funding by federal agency, pass-through entity, Assistance Listing (CFDA), award number and period of funding? If yes, how does your organization identify awards? If not, please explain why not.

Yes. The County utilizes the Project Accounting module within the Oracle system to track expenditures and revenues related to individual grants separately. The Projects Module interfaces to the General Ledger module so that all transactions are separately identifiable by project number. The Project Accounting module includes segregation by federal agency, pass-through entity, CFDA, award number and period of funding.

C. Budgetary Controls

1. What are the organization's controls utilized to ensure that the Authorized Organizational Representative (AOR), as identified on the SF-424, approves all budget changes for the federal award?

The County has an extensive review process established for all contract/subrecipient agreement budget modifications to ensure that the AOR or delegated representative approves budget changes.

2. Describe the organization's procedures for minimizing the time between transfer of funds from the U.S. Treasury (e.g. Payment Management System) and disbursement for grant activities (See 45 CFR §75.305, "Payment.").

The County requests funds on a reimbursement basis. Once funds are expended by the County, then they are eligible for reimbursement from the grantor agency. The grant

manager and financial point of contact work together on a quarterly basis to submit reimbursement requests to the grantor, of only actual expenditures made.

D. Personnel

1. Does the organization have a current organizational chart or similar document establishing clear lines of responsibility and authority?

The County Administrator serves the citizens of the County as it applies to the policies and decisions of the Board of County Commissioners. In all, the Administrator is responsible for the operations of the departments that fall under the Board of County Commissioners.

a. **If yes, please provide a copy.** A copy of the organizational chart may be found at <http://www.pinellascounty.org/budget/GeneralOrgChart.pdf>

b. **If no, how are lines of responsibility and authority determined?**

2. Does the organization have updated (last two years) written Personnel and/or Human Resource policies and procedures? If no, provide a brief explanation.

Yes, the Pinellas County Personnel policies and procedures were last revised on June 3, 2021. A link to the policies and procedures can be found here:

http://www.pinellascounty.org/hr/policies_procedures.htm

3. Does the organization pay compensation to Board Members?

Yes, the Pinellas County Board of County Commissioners are paid, elected positions within the County government.

4. Are staff responsible for fiscal and administrative oversight of HHS awards (Grants Manager, CEO, Financial Officer) familiar with federal rules and regulations applicable to grants and cooperative agreements (e.g. 45 CFR Part 75)?

Yes, the Pinellas County Human Services Department staff responsible for HHS grant awards participate in training annually specific to grant awards terms and conditions including federal rules and regulations governing each award.

5. Please describe how the payroll distribution system accounts for, tracks, and verifies the total effort (100%) to determine employee compensation.

Yes, the County has an Oracle based accounting and financial management system, which includes an electronic timecard system which allows for employees to charge time directly to a grant project for actual time worked. All timecards are approved electronically by the employee's supervisor. Labor charges are then reflected in the project accounting module and general ledger for actual time worked (direct labor and benefits).

E. Payroll

1. In preparation of payroll is there a segregation of duties for the staff who prepare the payroll and those that sign the checks, have custody of cash funds and maintain accounting records? Please describe.

Yes, Pinellas County maintains separation of duties consistent with generally accepted accounting principles. Separation includes separate divisions under the Clerk of the Circuit Court BCC Finance Division for preparation of the payroll, custody of cash funds, and maintenance of accounting records.

F. Consultants

1. Are there written policies or consistently followed procedures regarding the use of consultants which detail the following (include explanation for each question below):

- a. **Briefly describe the organization's method or policy for ensuring consultant costs and fees are allowable, allocable, necessary and reasonable.** Pinellas County government procurement rules (local ordinance) includes contracting for professional services CONSULTANT COMPETITIVE NEGOTIATION ACT (CCNA) as per Florida Statute (F.S.) 287.055
- b. **Briefly describe the organization's method or policy to ensure prospective consultants prohibited from receiving Federal funds are not selected.** Pinellas County and its subrecipients shall not award grant assistance to applicants that are debarred or suspended, or otherwise excluded from ineligible for participation in Federal assistance programs under Executive Order 12549. The purchasing department will ensure that the federal Excluded Parties List System (EPLS) site and the state Convicted/Suspended/Discriminatory/Complaints Vendor Lists are checked prior to entering into any contractual relationship or use of services. (Grants Operations Manual, page 35).

G. Property Management

1. Briefly describe the system for property management (tangible or intangible) utilized for maintaining property records consistent with 45 CFR 75.320(d). **Refer to (45 CFR 75.2) for definitions of property to include personal property, equipment, and supplies.

Pinellas County maintains a detailed fixed asset accounting system which provides a description of the items purchased, the acquisition cost, and the location. Annually, property and equipment records are balanced to the general ledger and physical inventory are checked. Pinellas County maintains policies and procedures for the transfer and disposal of excess and surplus property consistent with requirements set forth in Florida Statutes, Chapter 274.

2. Does the organization have adequate insurance to protect the Federal interest in equipment and real property (see 45 CFR §75.317, "Insurance coverage.")? How does the organization calculate the amount of insurance?

Yes, Pinellas County is self-insured per Florida Statutes, Chapter 768.28, but also maintains catastrophic insurance coverage for all property.

H. Procurement

- 1. Describe the organization's procurement procedures (in accordance with 45 CFR §75.326--§75.335, "Procurement procedures")? If there are no procurement procedures, briefly describe how your organization handles purchasing activities. A. Include individuals responsible and their roles. B. Describe the competitive bid process for procurement purchases of equipment, rentals, or service agreements that are over certain dollar amounts.**

Pinellas County has a Purchasing Policy and Procedures Manual and has codified purchasing rules within the Pinellas County Code. The manual contains instructions regarding policies, procedures, and practices for the procurement of commodities, equipment, and services. It represents the administrative framework to implement the procurement policy of the Board of County Commissioners (Board) as embodied in the Purchasing Ordinance.

I. Travel

- 1. Describe the organizations written travel policy. Ensure, at minimum, that:**
 - a. **Travel charges are reimbursed based on actual costs incurred or by use of per diem and/or mileage rates (see 45 CFR §75.474, "Travel costs.>").** *Yes*
 - b. **Receipts for lodging and meals are required when reimbursement is based on actual cost incurred.** *Yes*
 - c. **Subsistence and lodging rates are equal to or less than current Federal per diem and mileage rates.** *Yes*
 - d. **Commercial transportation costs incurred at coach fares unless adequately justified. Lodging costs do not exceed GSA rate unless adequately justified (e.g. conference hotel).** *Yes*
 - e. **Travel expense reports show purpose and date of trip.** *Yes*
 - f. **Travel costs are approved by organizational official(s) and funding agency prior to travel.** *Yes*

J. Internal Controls

- 1. Provide a brief description of the applicant's internal controls that will provide reasonable assurance that the organization will manage award funds properly. (see 45 CFR §75.303, "Internal controls.").**

The project manager is responsible for oversight of the implementation of the award supported activities, evaluation and monitoring of activities under the grant scope of work to assure compliance with the applicable requirements and ensures that performance expectations are being achieved. The project manager is responsible for ensuring that activities comply with the Terms and Conditions of the grant agreement/contract including safeguarding personally identifiable information and other sensitive information. The project manager acts when instances of non-compliance are identified including as identified in audit findings. Additional policies and procedures may be put in place for the program to ensure all statutory regulations are in place.

- 2. What is your organization's policy on separation of duties as well as responsibility for receipt, payment, and recording of cash transactions?**

Pinellas County maintains separation of duties consistent with generally accepted accounting principles.

- 3. Does the organization have internal audit or legal staff? If not, how do you ensure compliance with the award? Please describe.**

Yes – the Pinellas County Office of the Auditor General performs internal audits

- 4. If the organization has a petty cash fund, how is it monitored?**

Pinellas County Human Services maintains separate petty cash funds located where appropriate, each maintained by a designated petty cash custodian. Petty cash funds are reconciled monthly and regularly audited by the Pinellas County Office of the Auditor General.

- 5. Who in the organization reconciles bank accounts? Is this person familiar with the organization's financial activities? Does your organization authorize this person to sign checks or handle cash?**

Designated personnel within the Clerk's BCC Finance Division reconcile bank accounts. They are familiar with the organization's financial activities. They are prohibited from signing checks or handling cash.

- 6. Are all employees who handle funds required to be bonded against loss by reason of fraud or dishonesty?**

Bonds are purchased for all Officers (a.k.a Commissioners, and any Appointing Authority required by ordinance or statute to have a bond). Currently bonded are: Commissioners, Tax Collector, Clerk of Court, Sheriff. We also purchase a separate crime policy for ALL employees of Pinellas County.

K. Audit

1. **What is your organization's fiscal year?** October 1 – September 30.
2. **Did the organization expend \$750,000 or more in Federal awards from all sources during its most recent fiscal year?**

Yes, Pinellas County expended \$750,000 or more in Federal awards during the most recent fiscal year.

3. **Has your organization submitted:**
 - a. **an audit report to the Federal Audit Clearing House (FAC) in accordance with the Single Audit Act in the last 3 years? (see 45 CFR §75.501, "Audit requirements" and 45 CFR §75.216 "Special Provisions for Awards to Commercial Organization as Recipient.") or Yes**
 - b. **an independent, external audit? If no, briefly explain. If yes, address the following:**
 - i. **The date of the most recently submitted audit report.** Fiscal year ending September 30, 2020
 - ii. **The auditor's opinion on the financial statement.** unqualified
 - iii. **If applicable, indicate if your organization has findings in the following areas: 1) internal controls, 2) questioned or unallowable costs, 3) procurement/suspension and debarment, 4) cash management of award funds, and 5) subrecipient monitoring.** N/A, no findings of material weakness or significant deficiencies identified
 - iv. **Include (if applicable):**
 1. **A description of each finding classified as Material Weakness.** N/A
 2. **A description of each finding classified as Significant Deficiency.** N/A
4. **Does the organization have corrective actions in the past 2 years for the findings identified above (3(iii))? If yes, describe the status (closed or open) and progress made on those corrective actions.**

Prior year finding and questioned cost (Finding 2019-001 Procurement – Significant Deficiency)

Condition: The county purchasing policy for purchases utilizing federal grant funds defines a micro-purchase as purchases up to \$5,000 instead of the \$3,500 allowed by Uniform Guidance 2 CFR 200.318 general procurement standards.

Status: This finding was remediated and closed.

Project/Performance Site Location(s)

Project/Performance Site Primary Location I am submitting an application as an individual, and not on behalf of a company, state, local or tribal government, academia, or other type of organization.

Organization Name:

DUNS Number:

* Street1:

Street2:

* City: County:

* State:

Province:

* Country:

* ZIP / Postal Code: * Project/ Performance Site Congressional District:

Project/Performance Site Location 1 I am submitting an application as an individual, and not on behalf of a company, state, local or tribal government, academia, or other type of organization.

Organization Name:

DUNS Number:

* Street1:

Street2:

* City: County:

* State:

Province:

* Country:

* ZIP / Postal Code: * Project/ Performance Site Congressional District:

Project/Performance Site Location 2 I am submitting an application as an individual, and not on behalf of a company, state, local or tribal government, academia, or other type of organization.

Organization Name:

DUNS Number:

* Street1:

Street2:

* City: County:

* State:

Province:

* Country:

* ZIP / Postal Code: * Project/ Performance Site Congressional District:

Project/Performance Site Location(s)

Project/Performance Site Location 3

I am submitting an application as an individual, and not on behalf of a company, state, local or tribal government, academia, or other type of organization.

Organization Name: Pinellas County Board of County Commissioners

DUNS Number:

* Street1: c/o FL Department of Health in Pinellas County

Street2: 8751 Ulmerton Rd

* City: Largo County:

* State: FL: Florida

Province:

* Country: USA: UNITED STATES

* ZIP / Postal Code: 33771-3832 * Project/ Performance Site Congressional District: FL-013

Project/Performance Site Location 4

I am submitting an application as an individual, and not on behalf of a company, state, local or tribal government, academia, or other type of organization.

Organization Name: Pinellas County Board of County Commissioners

DUNS Number:

* Street1: c/o FL Department of Health in Pinellas County

Street2: 6350 76th Ave N

* City: Pinellas Park County:

* State: FL: Florida

Province:

* Country: USA: UNITED STATES

* ZIP / Postal Code: 33781-3152 * Project/ Performance Site Congressional District: FL-013

Project/Performance Site Location 5

I am submitting an application as an individual, and not on behalf of a company, state, local or tribal government, academia, or other type of organization.

Organization Name: Pinellas County Board of County Commissioners

DUNS Number:

* Street1: c/o Clearwater Main Library

Street2: 100 N Osceola Ave

* City: Clearwater County:

* State: FL: Florida

Province:

* Country: USA: UNITED STATES

* ZIP / Postal Code: 33755-4029 * Project/ Performance Site Congressional District: FL-013

Project/Performance Site Location(s)

Project/Performance Site Location 6

I am submitting an application as an individual, and not on behalf of a company, state, local or tribal government, academia, or other type of organization.

Organization Name: Pinellas County Board of County Commissioners

DUNS Number:

* Street1: c/o Lealman Exchange Community Center

Street2: 5175 45th St N

* City: St. Petersburg County:

* State: FL: Florida

Province:

* Country: USA: UNITED STATES

* ZIP / Postal Code: 33714-2266

* Project/ Performance Site Congressional District: FL-013

Additional Location(s)

Add Attachment

Delete Attachment

View Attachment