

**TRAINING SERVICES AGREEMENT
PINELLAS COUNTY NAVIGATORS
July 1, 2016 – July 1, 2017**

Overview

This document outlines an agreement between Enroll America, a District of Columbia 501(c)(3) non-profit corporation (“**EA**”) and Pinellas County Navigators, for Enroll America to provide to Pinellas County Navigators training and follow-up services on a fully-paid scholarship basis. This document describes what goals we will accomplish together, how we will work cooperatively and collaboratively to accomplish those goals, and what each party can expect to receive from the other throughout the entirety of the engagement. .

What We Will Do Together

We propose entering into an engagement from July 1, 2016 through July 1, 2017. Enroll America has identified Pinellas County Navigators as a critical partner in outreach and enrollment efforts in Florida, but one that currently lacks the resources to pay for these training services at their market rate. Therefore, Enroll America has awarded Pinellas County Navigators a scholarship for the full cost of these services. This scholarship has been generously endowed by the Robert Wood Johnson Foundation to promote the institutionalization of outreach and enrollment practices in communities across the country. The Pinellas County Navigators acknowledges that it will be receiving the services from Enroll America free of charge, and that Pinellas County Navigators is committed to fulfilling the purposes of the engagement in return for the scholarship opportunity being provided to them. The primary purpose of the engagement is to hold a training that results in the development of an actionable outreach plan.

How We Will Work Together

To achieve the mutually beneficial goals set out above, both parties will need to be committed to the process required for achieving those goals. Enroll America has found that the chances of success in fulfilling these goals are greatly improved if both parties are explicit on not only what activities we will be engaged in throughout the partnership, but also on how those specific activities will be jointly planned, developed, and implemented. To that end, we have defined the following joint reciprocal expectations.

What Pinellas County Navigators Can Expect Of Enroll America:

- Responsiveness. We will respond to all substantive inquiries within two (2) business days.
- Follow through. For any and every commitment Enroll America makes to Pinellas County Navigators, Pinellas County Navigators is assured that Enroll America will pursue our best efforts to fulfill that commitment – including sharing our

extensive, and in some cases proprietary resources, following up to guarantee completion of key tasks, and providing final deliverables defined above.

- Transparency. If Enroll America finds something isn't working in the engagement, we'll flag it for you so that together we can make the necessary adjustments in order to successfully move forward.
- Confidentiality. We will treat your information with the same care and diligence that we treat our own information, and we will not share the substance of our work with anyone outside of EA without your express, written permission. If you have particularly sensitive or proprietary information that is not to be shared outside of this agreement, please let us know and we will ensure the privacy and confidentiality of the information.
- Commitment over the long term. We will work with you extensively before a training to define the most important and achievable goals that the training can advance. We will also work with you extensively after the training to monitor your progress to meeting your stated goals, and to provide coaching to your team focused around ensuring the successful achievement of your goals.

What Enroll America Will Expect of Pinellas County Navigators:

- A firm, continuing commitment to achieving the agreed-upon goals defined above.
- A firm, continuing commitment to the overarching goals of vigorous consumer outreach and direct consumer contact.
- Transparency. If you find something isn't working, flag it for us so that we can make the necessary adjustments together in order to successfully move forward.
- Responsiveness. We are confident that together Enroll America and Pinellas County Navigators can achieve the goals we have jointly developed, provided that Pinellas County Navigators is committed to developing and maintaining a fully responsive relationship with us. This responsive relationship requires that Pinellas County Navigators share with Enroll America all the successes and drawbacks of your ongoing program, and commit to follow through on the specific guidance and recommendations we make in consultation with you.
- Goal-setting and goal-tracking. Our trainings are designed to drive toward specific and tangible goal-oriented action. To that end, Enroll America will ask you to collaborate with us to define measurable goals for your program before the training, and to commit to continuous tracking of progress to your goals following the in-person training. Enroll America will be your fully committed partner in this goal setting and tracking progress
- Commitment over the long term. We ask that Pinellas County Navigators participate in all post-training check-ins to discuss how the training went, what learning needs still exist, your progress to program goals, and whether opportunities exist for furthering your progress. The initial in-person training is just one facet of the entire training services program. Continuous, collaborative

post-training follow up will be essential in building on the learning that takes place during the in-person trainings.

Cost Of Our Work

As noted above, Enroll America will provide all the services described above on a tuition-free scholarship basis to Pinellas County Navigators. Enroll America has made the decision to award this scholarship, generously funded by the Robert Wood Johnson Foundation, to Pinellas County Navigators in recognition of Pinellas County Navigators’s demonstrated potential to play a significant role in outreach and enrollment efforts in their community, and a recognition that Pinellas County Navigators would be otherwise unable to afford the significant cost of the time, resources, and materials that Enroll America has committed to providing under this agreement. (Please note: The scholarship covers the costs of all Enroll America staff and training resources. However, it does NOT cover incidental expenses associated with the training, e.g., food, coffee, venue rental, lodging for participants, etc. Pinellas County Navigators understands that it will be responsible for covering the cost of these incidental items.)

Other Information You Should Know

- EA is a tax-exempt, 501(c)(3) public charity based in Washington, D.C.
- Pinellas County Navigators will indemnify and hold harmless EA, including current and former employees, agents, directors, and officers, from and against any losses, costs, expenses, judgments, settlements, and damages resulting from any third party claim or action arising out of EA’s performance under this agreement.
- EA and Pinellas County Navigators are acting as independent contractors in this agreement. This agreements does not make the parties partners, joint venturers, or agents or employees of one another.
- This agreement constitutes the entire agreement of EA and Pinellas County Navigators with respect to the subject matter contained herein, and supersedes all prior agreements and understandings. Neither this agreement nor any terms hereof may be amended, supplemented, waived or modified except by an instrument in writing signed by both parties.

EA and Pinellas County Navigators agree to the terms above:

Pinellas County Navigators

Signature:



Name:

for
Mark S. Woodard

Title:

County Administrator

Date:

July 28, 2016

APPROVED AS TO FORM

By:



Office of the County Attorney

Enroll America

Signature:



Name:

Jason Sparks

Title:

Operations Director

Date:
