

FY25-26 ESG – RUSH Public Services Application and Attachments
Metropolitan Ministries – Family Shelter

A. Contact Information

Completed by gordana.krone@metromin.org on 2/20/2025 7:21 PM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

A. Contact Information

Pinellas County Planning Department Community Development Division 2025-2026 Public Service/Operations Grant Application

Please provide the following information.

A.1. Name of Agency/Organization

Metropolitan Ministries, Inc.

A.2. Legal Agency Address

2002 North Florida Ave. Tampa, FL 33602--2204

A. 3. Mailing (If Different) Address

A.4. Federal ID Number:

591477007

A. Unique Entity Identifier

HJNGKYWTDKE5

AUTHORIZATIONS/CONTACT INFORMATION

A.6. Contact Person #1 / Title

Gordana Krone, Director of Grant Development

A.7. Telephone Number

(813) 209-1256

A.8. Fax Number

A.9. Email

gordana.krone@metromin.org

A.10. Contact Person #2 / Title

Esther Mathew, Director of Grant Management

A.11. Telephone Number

(813) 209-1293

A.12. Fax Number

A.13. Email

esther.mathew@metromin.org

A.14. Name/Title of Official Representative

Tim Marks, President & CEO

A.15. Email

tim.marks@metromin.org

A.16. Telephone Number

(813) 209-1250

B. Project Summary

Completed by gordana.krone@metromin.org on 2/21/2025 12:54 PM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

B. Project Summary

Please provide the following information.

B.1. Amount of funding requested from county

\$149,624.00

B.2. Please provide a detailed description of the services to be provided and the operating expenses to be reimbursed with funding requested from the County.

Metropolitan Ministries (MM) respectfully requests \$149,624 to fund the salaries and benefits for 2 full-time and 2 part-time staff that are essential for operating our Pinellas Family Shelter program. MM is launching the Pinellas Family Shelter program in July 2025. With 37 years of experience in supporting families and single women facing homelessness in Hillsborough and Pasco counties, we are expanding our shelter programs to Pinellas County to address the high rates of family homelessness in the area. According to the 2024 Pinellas County Point in Time Count, 3,555 students were identified as experiencing homelessness; 67% of students were 'doubled up', temporarily staying with family/friends. Most of these students (57%) were between the ages of 6 to 12. Additionally, the Pinellas Leadership Alliance CoC dashboard reports an additional 365 children below the age of 5 experiencing homelessness. The most recent Housing Inventory Count from 2023 shows that there are only 533 emergency shelter or transitional housing units for families with children, underscoring the critical shortage of shelter units in Pinellas County. This new shelter aims to bridge this gap and provide much-needed support to homeless families in the area. Our Pinellas Family Shelter is located at 814 N 4th Ave St. Petersburg, FL 33701 at the David & Virginia Baldwin Residence. We are leasing the building from the St. Petersburg Free Clinic, with our lease set to begin in June 2025. While the building is in the city of St. Petersburg, the program will serve families from all areas of Pinellas County. At the Pinellas Family Shelter, MM will provide emergency housing and support services for 22 households nightly (two-parent families or single-parent families, both male and female) and single women meeting the HUD definition of homeless for three to six months. In our inaugural year we expect to serve a total of 50 households and 125 people. Families and single women begin the process of entering shelter by completing an assessment with the Intake Manager. This can be done on-campus or at partner locations where the Intake Manager will visit. The information gathered assists in determining the family's service and housing needs. Once an assessment is completed and the household is determined to be eligible for emergency shelter, clients are welcomed to the program by a Community Life Advisor. They are contacted by a Case Manager within 24 business hours to schedule an initial meeting. If the shelter is full, families are placed on a wait list and are contacted weekly to ensure continued need. During the weekly phone calls, Intake or Case Management staff can assist with system navigation as needed. Clients who present to MM requiring emergency shelter who do not meet eligibility requirements will be assisted with finding alternate emergency housing options and given recommendations. For those on the waitlist and for those who do not qualify for our shelter, the Intake Manager strives to provide comprehensive referrals and to help clients maintain hope throughout the process. After entering shelter, each household works with their Case Manager (CM) to create a housing and self-sufficiency plan. The CM meets with the family weekly to discuss progress towards employment, education, therapeutic and housing goals. Case Managers carry a caseload of 12-15 families. They are trained in and utilize evidence-based practices to ensure services are compassionate and effective, including Trauma Informed Care, Critical Time Intervention and Motivational Interviewing. CMs work closely with households to address

barriers to self-sufficiency, promote family wellbeing, and to gain the skills needed to sustain permanent housing. CMs meet with the cross-functional team providing support services to discuss the needs, strengths and opportunities for each household on a regular basis. When a client is ready to exit, they work with the Housing Specialist to place them in an affordable housing unit. In addition to affordable housing, clients are also able to transition to one of our Kitchenette units. We are also leasing space from the Free Clinic to operate 8 Kitchenette units located at 3836 28th St. N, St. Petersburg, 33714, just outside the Lealman CRA. Kitchenettes allow families to access the same support services they received in emergency shelter while paying a low rental fee (\$350/month) under a year-long lease, allowing them to build credit and a positive rental history. Support services are available to help participants achieve housing and economic stability and improve overall wellbeing. Support services include:

- Adult Education:** This service helps clients gain the necessary credentials to start a new career or advance in their current field so they can work towards employment that pays a living wage for their family. Adult Education staff complete educational assessments, discuss available educational pathways, and help participants enroll in a program that best matches their needs and goals. MM currently partners with 7 schools and is continually building partnerships to expand opportunities for students. Common certifications include IT Certification, Project Management Certificate, Certified Nursing Assistant, Phlebotomist, Certified Medical Assistant, Certified EKG Technician, and Pharmacy Technician. Staff also assist clients with attaining a GED if needed for a certification program. Once students are placed in a certification program, the Adult Education Advisor meets with them on a weekly basis to assess progress, provide or coordinate tutoring, and troubleshoot any barriers that may arise such as transportation or childcare. MM pays for or finds funding for certification fees, educational materials, testing costs, bus passes, and other needed items.
- Employment:** This service helps adults develop employment goals and identify positions that pay a living wage for their family. Case Managers help troubleshoot barriers to employment by working on soft skills and helping participants address transportation and childcare needs. MM also holds quarterly Employment Boot Camps with expert speakers, panel discussions, and employment workshops. Employment skills, financial literacy and budgeting classes are provided to help participants conduct effective job searches, develop resumes, and prepare for interviews. Adults are linked to employment partners for internships, apprenticeships, and training programs that help people qualify for a higher wage.
- Housing:** Housing support connects families and single women experiencing homelessness with affordable and safe rental units. A Housing Specialist identifies and recruit landlord partners to build housing inventory to house families exiting the program. The Case Manager assesses client's needs and helps the client determine housing goals, identify barriers they may face in attaining housing, and determine how much income and savings the family will need to reach housing goals. Once the family is ready, the Housing Specialist works with landlords to place the family in housing. Additionally, the team advocates to landlords on behalf of the family, teach families to advocate for themselves, and ensures housing quality by inspecting rental properties based on HUD-certified guidelines. If eligible, MM connects the family/single women to rental assistance if funds are available as well as with other needs for the home, such as basic furniture.
- Children and Family Services:** Addressing the needs of children is an important aspect in caring for the family holistically. A Family & Children's Services Coordinator will build partnerships within the community to address children's everyday needs. This includes support with placement in daycare, school and out-of school-time, obtaining school readiness vouchers or other assistance to obtain childcare, addressing developmental or behavioral needs through partnerships, providing school transition support, coordinating family shelter events and group volunteers for children's activities at both sites.
- Resiliency Center:** The Resiliency Center is an outpatient mental health center that offers counseling to individuals, couples, families, and children in individual and group settings. The Center is located on MM's Tampa Campus and provides virtual services to people across Hillsborough, Pasco and Pinellas counties. Participants receive an initial consultation during which they complete a screening to determine their needs and work with a counselor to set their own goals, select whether they are seen virtually or in the office, and the frequency and type of contact (individual, family or group). Participants choose from a menu of evidence-based therapeutic interventions. Additionally, participants can choose to join peer groups, including Healthy Relationships, Chemicals Class, Sanctuary Trauma Informed Care, and Introduction to Counseling. Referrals are made for participants needing psychiatric care, crisis stabilization or inpatient treatment. Participants are also connected to community resources at MM and partnering

agencies to increase social supports and overall financial stability. Counselors take a holistic approach, focusing on increasing protective factors, providing psychoeducation, and developing positive childhood experiences for children. Further, counseling seeks healing for the whole family, focusing on forgiveness, conflict resolution, mindfulness, emotional intelligence, parent-child relationships, and processing past trauma. The Resiliency Center has a robust intern training program, with staff providing supervision to 30+ master's level students and registered interns annually. Virtual Uplift U: Virtual Uplift U provides life-skills classes through a web-based platform for families enrolled in a case management program. Content is based off Metropolitan Ministries' on-campus Uplift U® Self Sufficiency program, which empowers families to break the cycle of homelessness utilizing evidence-based models. Classes build life skills needed for stability, including parenting, health, tenant rights/advocacy, employment, financial literacy, budgeting, nutrition, resiliency, and emotional management. In addition to the platform, clients participating in the program receive assistance with digital literacy and are provided with hotspots and laptops if needed.

B.3. Type of Facility: (Check all that apply)

- ☐ Transitional Housing
- ☐ Special Purpose Facility
- ☒ Emergency Housing
- ☐ Community Facility
- ☐ Not Tied to a Facility

If Other:

B.4. Type of project: (Check all that apply)

- ☒ Services for the Homeless
- ☐ Services for Low/Mod Income Persons
- ☐ Services for Special Needs
- ☐ Emergency Shelter Operation
- ☐ Homelessness Prevention

If Other:

C. Agency Information

Completed by gordana.krone@metromin.org on 2/21/2025 11:50 AM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

C. Agency Information

Please provide the following information.

C.1. Type of Agency

Private Non-Profit (501(c)3)

C.2. How many years' experience does your agency have with the delivery of the proposed project, or other projects that are similar in scope?

20 years

C.3. Describe your agency's experience and capacity in carrying out the proposed services successfully meeting goals and objectives, e.g. has previous experience with similar services.

Finding a way to help the hungry and homeless has been the cornerstone of Metropolitan Ministries' approach since 1972 when 13 downtown Tampa churches joined together to address the issues of poverty and homelessness in our community. Metropolitan Ministries (MM) now serves over 100,000 people annually across Tampa Bay and currently has 3 campus locations including Tampa (1 mile outside of downtown), West Pasco and East Pasco. Community and home-based service are provided in Hillsborough, Pasco and Pinellas counties. Services include food, clothing, emergency shelter, affordable housing, childcare, a partnership elementary school, adult education, employment services, health/wellness services, counseling, case management and access to community resources. In FY 24, MM had significant accomplishments including: 2.3 million meals served, 140,688 nights of safe shelter provided for children and their parents, 31,033 families received holiday assistance, 10,447 families were helped through our Family Support Centers, and 1,270 families were provided with rent and utility assistance. 1,665 families benefited from shelter and community-based case management programs in 3 counties. 18 months later, 88% of residential and community-based case management participants have not returned to homelessness. MM has provided emergency shelter for families experiencing homelessness for 38 years, since we originally opened a 48-unit homeless shelter on our Tampa Campus. In 2014, the shelter was expanded to include 52 additional units. Throughout Hillsborough County, MM has an additional 19 units of affordable housing that are rented below market value. In March 2021, in partnership with Blue Sky Communities, MM opened Sable Place, a 112-unit affordable housing development with onsite supportive services in Seffner (a suburban community 13 miles east of Downtown Tampa). In Pasco County, MM's Miracles for Pasco campus (located on the US Highway 19 Corridor in Holiday), has provided services to the community for 12 years. The Miracles for Pasco campus includes a Family Support Center providing homeless prevention services and resources and a 24-unit residential shelter which provides wrap-around support services. In 2022, MM began a capital campaign to expand the Miracles for Pasco campus which was completed earlier this year. The campus expansion includes 24 additional residential units (48 total on the Pasco Campus), a 10,000 square foot childcare center which will serve 300 resident and community children annually, and a new Family Support Center which will serve 5,000 households annually. Our emergency shelter programs use a trauma-informed, two-generation approach to help families overcome homelessness. We focus on creating a safe and healthy environment where families can thrive and achieve self-sufficiency. Our goals are to provide safe shelter and case management services, help families overcome housing barriers, reduce stress, and improve overall family well-being. Last year, MM provided

shelter to 302 households, with 94% successfully completing the program. Of those, 93% were employed at exit and 94% were successfully housed at exit. Since 2016, an average of 89% of families have completed our shelter programs and entered community-based housing, with 88% maintaining housing at 12 months. Our family shelters in Tampa and Pasco County have significantly reduced family homelessness in these areas. Through this program, we aim to bring our effective shelter model to Pinellas County to help families overcome homelessness and attain permanent housing and living wage employment. We also have significant experience in administering government grants, including Emergency Food and Shelter Program for 36 years, CDBG for 20 years, Emergency Solutions Grants for 11 years, AmeriCorps for 12 years, the HOME Program, Challenge grants, and the Child Care Food Program. MM is currently administering three grants with the Children's Board of Hillsborough County, and an Emergency/Bridge Housing grant for Hillsborough County. In Fiscal Year 2024, MM managed 7.98 million dollars of government funds. Senior Vice President of Programs Karrie Roller is responsible for program oversight. Karrie has been with MM for 12 years and has 29 years of experience in case management, program management, and services to families and children. Darren McKinnon, VP of Residential Programs, has responsibility for program implementation and outcomes. He has overseen the residential programs at MM for the past 11 years with a total of 15 years experience in the human services sector. He has a Master's of Science Degree in Business Management from Warner University and a Bachelor's of Science degree in Sociology from Florida A & M University. AVP of Program Innovation Betty Katsamakos oversees grant administration. She is an attorney and has 11 years of experience managing government, foundation, and corporate grants. Director of Grant Management Esther Mathew is responsible for grant compliance. She has 7 years of experience managing government, foundation, and corporate grants and has been working at Metropolitan Ministries since 2014. She is supported by 2 staff who are dedicated to grant management activities; an 11-member accounting team assists with billing. MM's Leadership Team, described below, provides programmatic and fiscal oversight of the Shelter program. MM is led by President/CEO Tim Marks, who has served MM for 19 years in various capacities. Tim has a Bachelor of Science in Engineering and worked as Sales Director of a Fortune 50 company where he oversaw an annual revenue stream of over \$90M. He transitioned to the non-profit sector as a volunteer with the Boston Rescue Mission, later serving as the E.D. for Community Relations. He is responsible for leading MM. Chief Financial Officer Stacy Wagner is a licensed Florida CPA and has over 25 years' experience as a CFO. Prior to joining Metropolitan Ministries in 2021 Stacy was the CFO of a private equity backed company that generated \$100M in revenue that provides communication services for the deaf and hard of hearing. Stacy is charged with management of all funds to ensure that the gifts and grants are prudently used in the furtherance of our mission. Executive Vice President and Chief Programs Officer Christine Long provides key leadership for the Programs team. She has been at MM for 32 years and currently manages a \$30 million budget for programs and oversees 200 employees. Christine has a bachelor's degree in psychology from The University of South Florida and a master's degree in Mental Health Counseling from Nova Southeastern University. Christine currently serves on several non-profit local boards and has been an active member of the Florida, Hillsborough and Pasco County Homeless Coalitions serving in many capacities.

C.4. Describe your agency's financial capacity. Please describe the fiscal management, disbursement methods, financial reporting, record keeping and accounting procedures.

MM's fiscal oversight includes the daily use of systems and processes in accordance with GAAP and reviewed monthly by staff leadership and the finance and executive committees of the Board of Directors to ensure compliance, fiscal responsibility, and stewardship. In addition, the Ministries' finances are audited annually by an independent auditor. MM operates under strict guidelines through current written administrative policies and procedures. CFO Stacy Wagner is responsible for the financial management of the organization. Stacy's role as "Chief Steward" with MM is to ensure that the generous gifts of many benefactors are prudently used in the mission, and to provide financial leadership for continued growth. Stacy uses her skills and experience to steward the financial and nonfinancial resources of the Ministries and serves as a consultant to the Board and staff on a daily basis. Associate Vice President of Accounting, Carmen Navy, manages a team of 10 staff members who perform all finance functions, including, but not limited to purchasing, invoices, cost allocation, inventory, tracking social enterprise and grant revenue and

expenses, payroll, and compliance activities. MM maintains its accounting records on an accrual basis according to GAAP (Generally Accepted Accounting Principles). Segregation of duties separates the responsibility for physical custody of assets, record keeping, and authority to use or spend resources. Management controls are in place at several levels. These include monthly reviews of individual departmental Actual Versus Budget reports by all department heads; end-of-month meetings of the Accounting Director, CFO, CPO, and President/CEO to review all departmental reports, and a review of monthly financial statements by the Audit and Finance Committee. A projection of all major categories of revenue and expense is updated weekly and reviewed monthly. Within the Revenue Cycle, specific controls are in place to ensure that restrictions are recorded when appropriate. They are administered by the Associate Vice President of Donor Experience, who supervises the Donor Services Department which ensures accurate recording of all revenue and bank deposits daily. A large portion of this process has been automated to reduce the handling (and therefore the risk of loss) of funds. This includes utilizing Remote Electronic Deposit of checks, direct deposit of electronic funds from government grants, and online giving from donors. Volunteers are not utilized to handle cash, process revenue, or record donations. Background checks and drug screenings are performed before hiring new personnel. Within the Accounts Payable Cycle specific controls are in place to ensure invoices are approved according to spending authority limits, charged to the appropriate account in the proper period, and restrictions of funds are released only when fulfilled. All checks are signed by two officers, and all expenditures greater than \$3,500 must be approved by the CPO, CFO or President/CEO. MM utilizes written financial policies and procedures, which are reviewed and updated annually or as needed. An example of a financial policy and procedure in action would be our cost allocation process. Within our financial system, Intacct, MM has the ability to delineate expenses between multiple funding sources or programs. Utilizing different cost centers (a segment of the account code) allows us to distinguish programs related to certain departments. The project field and Grant ID field allow segregation of grant funds and/or specialty programs funded.

C.5. Does agency meet threshold (\$750,000) for a single audit?

Please note: The effective date for the Single Audit threshold increases from \$750,000 to \$1,000,000 is for audits with fiscal years beginning on or after October 1, 2024.

Yes

C.6. If no, provide last fiscal year’s annual Federal grant expenditure amount

\$0.00

C.7. State grant expenditure amount

\$0.00

C.8. Please download the [Internal Control Questionnaire](#), complete, and upload.

☒ Internal Control Questionnaire *Required

Met Min Internal Control Checklist 2025 - signed.pdf

C.9

| | Full-Time | Part-Time |
|--|-----------|-----------|
| Number of persons employed by agency | 264 | 25 |
| Number of employees that will work on this project | 9 | 2 |

C.10 Does agency utilize electronic signatures?

Yes

If yes, please note electronic signatures are required for person executing agreements as well as for each of the two witnesses. NOTE: Pinellas County has adopted electronic signatures to execute contracts and agreements, and encourages agencies to sign electronically, if able.

D. Project Beneficiaries

Completed by gordana.krone@metromin.org on 2/21/2025 11:50 AM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

D. Project Beneficiaries

Please provide the following information.

D.1. Will the project principally benefit persons who fall into one or more of the following categories?

Yes

If yes, check each that applies and indicate how you will document that the persons served fall into one of the categories. If no, go on to question 2.

- ☒ Homeless
- ☐ Severely Disabled
- ☐ Battered Spouses
- ☐ Elderly
- ☐ Persons Living with AIDS
- ☐ Abused Children
- ☐ Illiterate Persons
- ☐ Battered Spouses

D.2. Does the majority of the clientele served reside in a low and moderate income targeted area i.e., Dansville, Greater Ridgecrest, High Point, Central or East Lealman, Tarpon Springs?

No

D.3. Describe how the agency will collect documentation that at least 51% of the beneficiaries are low and/or moderate-income persons or households. [Income Limit Chart see attached](#)

Prior to entering the Pinellas Family Shelter, each household will complete an assessment with our Intake Manager. This can be done in-person on our campus or at a partner location. To reduce barriers to accessing shelter, the Intake Manager will travel to partner locations in Pinellas where homeless families already seek assistance. During the intake assessment, staff assess each household's eligibility for the program including income verification. MM uses SHIP guidelines to qualify clients. Participants must reside in Pinellas County and earn 50% less than area median income to be eligible for the program. Income is verified through proof of benefits (SNAP, TANF, SSI/SSDI, etc.), paystubs, bank statements and documentation of other earned and unearned income. Applicants must also meet the HUD definition of homeless. Residency is confirmed through ID, utility bill, or former lease. Eligibility information is documented on an ESG Eligibility Form which is stored in HMIS along with backup documentation. Metropolitan Ministries' staff are experienced in maintaining compliance and proper documentation according to the funding source. They are proficient in completing client eligibility forms and HMIS profiles which document household eligibility and

demographic information.

D.4. Describe how the agency will collect documentation of race, ethnicity and income information for required beneficiary demographic reporting:

MM uses the Pinellas HMIS (Homeless Management Information System) database to track client demographics and eligibility, services, and outcomes. MM complies with all requirements set up through the Homeless Leadership Alliance for HMIS data. HMIS is similar to an electronic medical record. For this program, a staff member completes a consent form for each client which is stored in the client's profile. They are then assigned a unique ID. From there, all client demographics, eligibility information, and service transactions are stored in HMIS. Staff enter data in real time when working with a client. All staff must complete a Pinellas Leadership Alliance HMIS training and receive a login prior to using the database. Staff are extensively trained in HMIS policies and procedures by our Data Quality Analyst. A manual with MM's HMIS policies is available for ongoing reference. The Data Quality Analyst reviews data on a regular basis for completeness and quality assurance.

D.5. Number of persons expected to directly benefit from the proposed services

| Expected People Served | 125 |
|------------------------|-----|

Please see sample [Quarterly Performance Report](#) for required beneficiary demographic information.

E. Facility & Service

Completed by gordana.krone@metromin.org on 2/21/2025 12:19 PM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

E. Facility & Service

Please provide the following information.

E.1. Name of facility where funds will be used:

David and Virginia Baldwin Emergency Shelter

E.2. Address

814 N 4th Ave. St. Petersburg, FL 33701

E.3. Year Built:

2016

E.4. Is configuration zero bedroom?

No

E.5. Do you have children under 6?

Yes

E.6. Number of beds available to person at this facility (if applicable):

66

E. 7. a Number of Household to benefit from the Grant: (be sure not to double count with Person and Household).

50

E. 7. b Number of persons to benefit from the Grant: (be sure not to double count with Person and Household).

125

E.8. If you are requesting funds for services, will your project: (Check all that apply)



Establish new service



Expand services?



Continue existing services?

F. Operating Systems

Completed by gordana.krone@metromin.org on 2/21/2025 12:28 PM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

E. Operating Systems

Please provide the following information.

F.1. Is your request for salaries?

Yes

If Yes, please list the positions. Attach job descriptions for these positions and resumes for the individuals who hold these positions in Documents section below

| Position |
|--|
| Intake Manager |
| Community Life Advisor (Night Shift) |
| Community Life Advisor (Weekend Shift) |
| Community Life Advisor (Part Time) |

F.2. Is this request for a new or expanded service?

Yes

If Yes, please provide details of where future operational funds will be obtained for continuation of the service, should the County not be able to support the service in future years.

This request is for a new service. MM currently has funds secured for this program from individual donors; MM also has in-kind support from community partners. We are committed to initiating and continuing to operate this program as it fills a critical community need. We will continue to solicit donations and apply for grants to fund the program. MM makes every effort to have a diverse funding structure to safeguard financial sustainability, including utilizing direct mail, private donor solicitation, fundraising events, soliciting and utilizing in-kind donations, and submitting grant applications to private foundations and government agencies. MM has 39,000 donors. Additionally, MM's social enterprise model, which includes a Thrift Store, Café/Catering business, and Training Institute provides additional funding, exposure to the community and an opportunity for the development of employment skills for our clients. Metropolitan Ministries has 90 days of reserve funds. The Metropolitan Ministries Foundation, which is dedicated to soliciting and stewarding financial support to further MM's sustainability, has additional reserve funds should an emergency occur. MM effectively utilizes volunteers in programs and had 155,000 donated volunteer hours equaling \$4.5 million in savings in last fiscal year. Our in-kind donated goods and services equaled \$12.8 million in savings. MM maintains a GuideStar Platinum rating, the highest seal of transparency awarded by the organization. MM also has 4 stars on Charity Navigator and a 96% score for the accountability and finance beacon, which indicates a charity's financial health and its commitment to governance practices and policies. This rating puts Metro in the top 0.1% of charities nationally in terms of transparency.

F.3. Please list any professional certifications held by your organization.

MM is an accredited Trauma Informed Care agency, awarded by the Sanctuary Institute, for the dates 02/07/2025-01/31/2028. Sanctuary certification symbolizes the organization's commitment to providing a higher level of care, a

trauma-sensitive environment for the people they serve and a better work environment for employees. Shelter staff receive comprehensive training in evidence-based practices, and all services are delivered through a trauma-responsive approach. All staff undergo a minimum of 12 hours of training in the Sanctuary Model and it is integral to our culture as an organization. Additionally, staff are trained in motivational interviewing, critical time intervention, and de-escalation. Our Promiseland Early Childhood Program, located on our Tampa Campus, is licensed by the State of Florida, NECPA (National Early Childhood Program Accreditation) accredited and is recognized as a Gold Seal Quality Care Program by the Department of Children and Families. Promiseland Early Childhood Program is also licensed by the State of Florida.

F.4. Please provide the number of years' experience and position of the longest tenured member of the organization.

Christine Long, Executive Vice President and Chief Programs Officer, has been with MM for 32 years.

F.5. Is your project located in St. Petersburg, Clearwater, Largo, or Pinellas Park?

Yes

If Yes, please explain how the project will benefit residents of the Urban County (i.e., unincorporated areas and the cities of Belleair, Belleair Beach, Belleair Bluffs, Dunedin, Gulfport, Indian Rocks Beach, Indian Shores, Kenneth City, Madeira Beach, North Redington Beach, Oldsmar, Redington Beach, Redington Shores, Safety Harbor, St. Pete Beach, Seminole, South Pasadena, Tarpon Springs and Treasure Island), including a breakdown by place of residence of clients served over the past.

Note: Youth and ex-offender programs may be located anywhere.

While the David and Virginia Baldwin Emergency Shelter is in St. Petersburg, it will serve families from all areas of Pinellas County. Out Kitchenette units, where families exiting shelter can move to, are located just outside the Lealman CRA. The Intake Manager will conduct outreach and provide services at new and existing partner locations in Clearwater, Lealman, Largo and other areas with high concentrations of homelessness according to the 2024 Pinellas Leadership Alliance heat map. As this is a new program, we do not have a breakdown of the residence of past clients.

Documentation

☒ **Attach job descriptions for positions and resumes for the individuals who hold these positions.**

JD - Pinellas - Community Life Advisor.pdf

JD - Pinellas - Intake Manager.pdf

G. Funding Request

Completed by gordana.krone@metromin.org on 2/21/2025 12:27 PM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

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G. Funding Request

Identify in the table below the total costs of operating and providing essential services for the program. Utilize the drop down budget categories to describe the use of grant funds. Add items as necessary. Include a budget and show other sources of funding for these activities.

G.1. Funding Request Table

| Project Costs | Amount Required for Entire Project | Pinellas County Grant Funds Requested | Total Amount of other funds | Source of Other Funds (Include Amount for each source) | Funding Source |
|--------------------------------|------------------------------------|---------------------------------------|-----------------------------|--|-------------------|
| Program Delivery Salaries | \$494,800.00 | \$126,800.00 | \$368,000.00 | \$368,000.00 | Donations |
| Fringe Benefits | \$89,064.00 | \$22,824.00 | \$66,240.00 | \$66,240.00 | Donations |
| Other | \$236,500.00 | \$0.00 | \$236,500.00 | \$236,500.00 | (Lease) Donations |
| Operating Expenses – Utilities | \$92,250.00 | \$0.00 | \$92,250.00 | \$92,250.00 | Donations |
| Program Materials | \$189,625.00 | \$0.00 | \$189,625.00 | \$189,625.00 | Donations |
| Operating Expenses – Supplies | \$68,569.00 | \$0.00 | \$68,569.00 | \$68,569.00 | Donations |
| Professional Services | \$97,200.00 | \$0.00 | \$97,200.00 | \$97,200.00 | Donations |
| | \$1,268,008.00 | \$149,624.00 | \$1,118,384.00 | \$1,118,384.00 | |

G.2. Please provide a detailed budget identifying specific costs within each budget category and specify which items will be requested for reimbursement with CDBG funding and specify the expenses to be reimbursed using other funding sources.



Detailed Budget By Budget Category *Required

Met Min - ESG RUSH - Pinellas Family Shelter Budget.pdf

H. Fair Housing/Civil Rights

Completed by gordana.krone@metromin.org on 2/20/2025 7:56 PM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

H. Fair Housing/Civil Rights

Please provide the following information.

H.1. Please briefly describe your organization's efforts to affirmatively further fair housing, including, but not limited to staffing training, policies and procedures, client intake procedures, etc.

Metropolitan Ministries prohibits discrimination in housing based on race, color, national origin, religion, sex (including sexual orientation and gender identity), familial status, disability, or any other characteristic protected by law. We are dedicated to providing a safe, inclusive, and welcoming environment for all clients, staff, and community members. MM conducts regular training sessions for all staff on non-discrimination and equal opportunity, internal policies and best practices. Staff participate in scenario-based training to apply these principles in real-life situations. Our client intake process is designed to be non-discriminatory and accessible to all individuals. We ensure that no one is denied services based on their protected class status. We use a standardized intake process to ensure consistency and fairness in assessing, accepting and/or referring clients for services. Upon program entry, each resident is provided with a packet that details the policies of the shelter, including a quality service assurance procedure that describes how to address and escalate a complaint if needed. MM continually solicits feedback from the community, residents, and staff to ensure that activities and programs are developed to reflect the specific needs, cultures, and interests of people served. For this program, shelter staff conduct client surveys. We also have a mechanism for clients to provide feedback anonymously. Feedback is reviewed monthly by a cross-functional team to assure services are meeting the needs of those we serve and to adjust if necessary. MM facilitates Community Councils in each county it serves to incorporate community feedback into programming and allow the community to provide program guidance and share unmet needs. Community Council meetings are held quarterly and can include alumni of MM's residential programs, past clients, community leaders and activists, community partners, school district staff, local government representatives, and law enforcement. Our Pinellas Community Council meets monthly and has over 35 participants. We conduct regular internal audits of our shelter programs to ensure we are complying with grant terms, local requirements and all laws.

H.2. Please discuss any fair housing violations or civil rights violations for which your agency has been cited, if applicable.

MM has not been cited for any fair housing violations or civil rights violations.

I. Accommodations

Completed by gordana.krone@metromin.org on 2/20/2025 7:57 PM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

I. Accommodations

Please provide the following information.

I.1. Please briefly describe accommodations made for people with disabilities or language barriers that will allow such individuals to access your services. (Please include a statement as to whether or not the building where your services are offered is accessible to people with disabilities and, if not, how you will accommodate such individuals.)

The buildings where these services are offered are accessible to people with disabilities. At any point during their stay, clients with disabilities can request reasonable accommodations or modifications. Staff will assist clients in completing the necessary forms and ensure timely processing of requests. Approved accommodations will be implemented promptly to ensure clients have equal access to shelter and wrap around services. If we are unable to make an accommodation, we make every effort to connect client to a resource that better matches their needs. Translation and interpretation services are provided for clients during with limited English proficiency during the intake process and throughout their stay to ensure equal access to our programs.

J. Performance Measurement

Completed by gordana.krone@metromin.org on 2/21/2025 12:11 PM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

J. Performance Measurement

Please provide the following information.

J.1. Please write an outcome statement that summarizes the expected results if the project or activity proposed by the application is funded. The required format example can be found at this hyper link [Example Document](#) .

Through this grant funding, 20 households will have access to shelter and wrap-around services for the purpose of attaining decent affordable housing. 85% of households (17 households) will exit to permanent housing. Overall, the program will serve 50 households/125 people annually, however due to the jurisdiction requirements of the grant, funding will only be used to support clients who are coming from eligible areas of the county. Case Managers track participants for 3, 6, 12, and 18 months after exiting the program to stable housing. Regular follow-ups are a key component of the program so that MM staff can evaluate the effectiveness of our services and provide additional support to any participants who are struggling with employment, housing, or other needs. All departments across MM utilize KPIs to measure progress in meeting organizational objectives and strategic goals, including the number of households that remain stably housed after exiting the program. Metrics are reviewed, published, and discussed by Executive Leadership monthly. MM uses the HMIS (Homeless Management Information System) database to store client information and record services. HMIS is like an electronic medical record; after the client signs a release of information, they are assigned a unique ID under which services are recorded. HMIS stores clients' demographic, entry/exit dates, service transactions, and support plans. Employment and housing assessments and plans are stored in the HMIS, along with classes attended, case notes and progress towards goals, and housing placements. Family wellbeing will be assessed utilizing the North Carolina Family Assessment Scale (NCFAS) at entry and at exit. The NCFAS is an evidence-based assessment tool that provides an ecological framework evaluating the domains of family well-being: environment, parental capability, family interactions, family safety, child well-being, community life, self-sufficiency, and family health. The NCFAS is utilized to create and manage family goals and service planning for the whole family unit. Monthly meetings are conducted for all grants involving the cross-functional group of staff involved to assure that projects are implemented according to the projected timeline and all requirements are being met. Data is reviewed at monthly meetings to assure the program is on track to achieving stated outcomes, allow for program course corrections and maintain data quality throughout the project.

K. Required Documents

Completed by gordana.krone@metromin.org on 2/21/2025 2:52 PM

Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

K. Required Documents

Please provide the following information.

K.1. **Note:** All recipients of funding through the Pinellas County Planning Department are required to register with the System for Award Management. The System for Award Management (SAM) is combining federal procurement systems and the catalog of Federal Domestic Assistance into one new system. The first phase of SAM includes the functionality from the following systems: Central Contractor Registry (CCR); Federal Agency Registration (Fedreg); Online Representations and Certifications Applications; and Excluded Parties List System (EPLS).

At the time of award and as a condition of award acceptance, you will be required to complete a Federal Funding Accountability and Transparency Act (FFATA) form. See <https://www.fsrc.gov> for additional information.

At the time of award and as a condition of award acceptance, you will be required to provide the following written policies and procedures in accordance with 2 C.F.R. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards and 24 C.F.R. 5.106:

- Conflict of Interest Policy (2 C.F.R. 200.112 and 2 C.F.R. 200.318(c))
- Cost Allowability Procedures for determining the allowability of costs (2 C.F.R. 200.302(b) (7) and 2 C.F.R. 200.403)
- Cash Management/Payment Timing Procedures (2 C.F.R. 200.305)
- Procurement/Purchasing Policy (2 C.F.R. 200.318(a), 2 C.F.R. 200.319(c) (d), 2 C.F.R. 200.320, 2 C.F.R. 200.323(a), and 2 C.F.R. 200.325)
- Compensation, Fringe Benefits and Travel Costs (2 C.F.R. 200.430, 2 C.F.R. 200.431, and 2 C.F.R. 200.474)
- If applicable, Gender Identity Equal Access Operating Policy and Procedures (24 C.F.R. 5.106) If AGENCY is a manager or owner of temporary or emergency shelters or other buildings and facilities

Documentation



Name, address and phone number of each Officer/Director/Board Member on agency letterhead. If agency serves the homeless, HUD requires that the agency provide for the participation of homeless individuals on its policymaking entity (i.e. Board) *Required
BOD Directory 2024-2025-LRO.pdf



Job Descriptions / Resume
JD - Pinellas - Community Life Advisor.pdf



Agency's Annual Report *Required

FY23 Annual Report.pdf



Current Financial Statement with budget to actual comparisons. *Required

Budget vs Actual-MMI As of 01-31-25.pdf

Balance Sheet MMI As of 01-31-25.pdf



Documentation of internal rules and regulations for clients as condition for housing or services *Required

Pinellas Family Shelter Policies and Procedures.pdf

Pinellas - Master Participant Agreement.pdf



Documentation of staff members authorized to accept and execute grant agreements *Required

2025 Board Chair Signatory Authority (2).pdf



Agency's most recent audit & management letter. If no audit has been done, IRS 990 form & attachments.

***Required**

Metropolitan Ministries Inc. and Affiliates - Financial Statement 2024.pdf



Official 501 (c)(3) Letter from the IRS *Required

MMI IRS Exempt Status Letter 11-17-23.pdf



Official Article of Incorporation signed and dated *Required

Articles of Incorporation complete doc.pdf



Resolution or Minutes passed by the Board of Directors authorizing application *Required

Signed Resolution Met Min FY25.pdf

L. Submit

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Case Id: 18765

Name: RUSH--Metropolitan Ministries, Inc.-Family

Address: 814 N 4th Ave., St. Petersburg, FL 33701

L. Submit

CERTIFICATION: I hereby certify that the information contained in this application is accurate and that I am authorized to submit the application on behalf of my organization.

SIGNATURE OF OFFICIAL REPRESENTATIVE

Christine Long

Electronically signed by gordana.krone@metromin.org on 2/21/2025 2:52 PM

C. Agency Information – Internal Control Questionnaire

**C.8. Please download the Internal Control Questionnaire, complete, and upload.
Internal Control Questionnaire *Required**

- **Internal Control Checklist 2025**

Internal Control Questionnaire (to be completed by agency personnel):

If explanation is needed, please use the box at the end of the checklist and reference the question #

Name of Organization:

Metropolitan Ministries, Inc.

Number of employees:


323

| Yes | No | N/A | | Question: |
|-----|----|-----|----|---|
| X | | | 1 | Does the entity have written policies and procedures for financial transactions, such as accounts payable, accounts receivable, and preparation and approval of journal entries? |
| X | | | 2 | Does the entity operate under an accrual method of accounting? |
| | | X | 3 | If the entity uses cash basis accounting, is a knowledgeable individual assigned the responsibility to supervise the conversion from budget (cash) basis to GAAP basis of accounting? |
| X | | | 4 | Does the entity provide for segregation of duties for those initiating financial transactions, those approving them and those issuing payment? |
| X | | | 5 | Is the accounting function completely separated from the procurement (purchasing) and receiving? |
| X | | | 6 | For small recipients, is the financial system designed, at the minimum, so that no one person has access to all financial operations, procedures, and records? |
| | | | 7 | Are sources and application of Federal and non-Federal funds identified in the accounting system: |
| X | | | | a. Disbursements? |
| X | | | | b. Funds received (including program income)? |
| X | | | | c. Assets (including depreciation or use allowances)? |
| | | | 8 | Please describe how the accounting system segregates expenditures by funding source. (attach a separate sheet if needed) Within our financial system, Intacct, we can delineate expenses between multiple funding sources or programs. Utilizing different cost centers (a segment of the account code) allows us to distinguish programs related to certain departments. The project field and Grant ID field allow segregation of grant funds and/or specialty programs funded. |
| X | | | 9 | If a receiving department is not used, do adequate procedures exist to ensure that goods for which payment is to be made have been verified and inspected by someone other than the individual approving payment? |
| | | | 10 | Are the following duties generally performed by different people: |
| X | | | | a. Requisitioning, purchasing, and receiving functions and the invoice processing, accounts payable, and general ledger functions? |
| X | | | | b. Purchasing, requisitioning and receiving? |
| X | | | | c. Invoice processing and making entries to the general ledger? |
| X | | | | d. Preparation of cash disbursements, approval of them, and making entries to the general ledger? |
| X | | | 11 | Has the entity documented the roles and responsibilities of each person in the organization? |
| X | | | 12 | Is the individual responsible for approval or check-signing furnished with invoices and supporting data to be reviewed prior to approval or check-signing? |
| | | | 13 | Are monthly reconciliations performed on the following: |
| X | | | | a. All petty cash accounts? |
| X | | | | b. All bank accounts? |
| X | | | | c. All investment accounts? |
| X | | | | d. All subsidiary accounts to the general ledger accounts? |
| X | | | 14 | Are these reconciliations reviewed and approved by a knowledgeable staff member separate from the person performing them? |
| X | | | 15 | Are policies and procedures established concerning year-end cut-off of accounting transactions? |
| X | | | 16 | Are periodic (monthly, quarterly) reports on the status of actual to budget performance prepared and reviewed by top management in order to properly manage contracts and grants? |
| X | | | 17 | Does the entity have a financial statement audit performed by external auditors annually? |
| X | | | 18 | Does the entity have a single audit, if required, performed annually? |
| X | | | 19 | Does the entity have an audit committee? |

| Yes | No | N/A | | Question: |
|---|----|-----|----|---|
| X | | | 20 | Does the entity have a written conflict of interest policy? |
| | | X | 21 | Does the written conflict of interest policy address those engaged in the selection, award and administration of contracts? |
| X | | | 22 | Does the entity have a written records retention policy? |
| X | | | 23 | Does the entity have written procurement policies and procedures? |
| X | | | 24 | Does the entity have written procedures for determining the eligibility of costs in accordance with Uniform Guidance? |
| X | | | 25 | Does the entity have a written policy on Program Income and how to account for it? |
| X | | | 26 | Does the entity have insurance coverage for real property and equipment acquired or improved with federal funds if required by that federal grant? |
| X | | | 27 | Does the entity have an Equipment management policy, including disposition, if acquired in whole or part with federal funds? |
| X | | | 28 | Does the agency maintain perpetual inventory records and are all inventory items put on the perpetual inventory system? |
| X | | | 29 | Does the entity perform physical inventory counts at least annually? |
| | | | 30 | What accounting software is used by the entity? (please list here): Intaact |
| X | | | 31 | Is the entity able to track employees' time (hours worked) directly to a grant program or funding source ? |
| | | | | a. If yes, how is it tracked? (i.e. Via electronic timecards, separately tracked on spreadsheet, etc) Employees who are allocated to a grant program or funding source are required to complete timesheets (excel-based) which delineate time spend working on the program versus time spent working on other job duties. Timesheets are reviewed and approved bi-weekly by the employee's manager, and the grant manager to assure accuracy. A payroll allocation spreadsheet is maintained by the Accounting and Grants Management teams to assure that all employees are allocated to the correct program or funding source. |
| | | | | Does the time record include daily hourly entries encompassing 100% of compensated activities? Please provide an example employee's time record to show how direct labor is segregated to different funding sources. The timesheet accounts for how many hours the employee spent working on the grant program and how many hours the employee spent working on activities not funded by the grant. Please see attached sample timesheet. |
| | | | | b. If no, how do you support direct labor charges to grant programs? N/A |
| Please add any additional information or explanation here (please reference the question above to which this refers): N/A | | | | |

Completed by: Carmen Navy, Vice President of Finance18/02/25

Please print name and titleDate



Signature

F. Operating Systems – Documentation – Job Descriptions

Attach job descriptions for positions and resumes for the individuals who hold these positions.

- **Community Life Adviser**
- **Intake Manager**



**Metropolitan Ministries
Job Description**

JOB TITLE: Community Life Advisor (Pinellas)

DEPARTMENT: Residential Services

REPORTS TO: Director of Residential Services

STATUS: Non-Exempt

JOB FUNCTION: Provide support and assistance to residential clients, assuring a safe and healthy environment as residents work towards self-sufficiency. Ensure residential issues that arise are taken care of professionally and immediately.

ESSENTIAL RESPONSIBILITIES:

1. Participate as a member of the therapeutic team in coordination with staff counselors and case managers.
2. Ensure safety and security of families with an attitude of care, ensuring adherence to established policies and procedures. CLA works together with case management team regarding family progress. Offer support and encouragement to clients to achieve their goals and reach self-sufficiency.
3. Document progress updates in HMIS and electronic platforms for CLA team.
4. Monitor Residential hall for security, making rounds of the facility as required. Manage visitors according to policy and allow no unauthorized visitors access to the center. Call the police or other emergency services as appropriate. Inform on-call staff of any emergency or when appropriate.
5. Take prompt action on resident safety or health issues as they arise. Conduct weekly room inspections. Administer drug tests as directed. Provide access to client's medications.
6. Communicate progress, status, and critical issues to the staff on other shifts using established protocols. Assist with CLA responsibilities on a rotating basis, such as monitoring the front desk, stocking and managing the supply room, monitoring the dining room, and other duties.
7. Meet personal goals and actively contribute to the achievement of the team and organizational goals and KPI. Attend continuing education events and seminars as required. Support the team in other tasks as assigned. Participate in staff and group meetings. Participate in Metropolitan Ministries' holiday efforts, Bridge Builders and other fund raising events when needed.
8. Assisting with and providing guidance for residential issues as they arise. Ensure CLA's are providing services consistent with the mission, vision, guiding values and program philosophy of Metropolitan Ministries.
9. Intervene in crisis situations with clients to proactively resolve issues.
10. Act as a representative of MM after hours to communicate with and welcome volunteers, donors, visitors and meal site partners. Be the "face of the ministries" after hours, setting a positive tone and example.



Metropolitan Ministries Job Description

11. Other duties as assigned for Residential Program Needs

QUALIFICATIONS:

Education and Experience:

High School Diploma or GED completed. Training and/or experience as a behavioral health tech or frontline staff with homeless population preferred. Individuals who have been homeless themselves are encouraged to apply.

Skill Requirements:

Requires heart for ministry and comfort working with poor and homeless families and individuals. Requires understanding of poverty, a high degree of maturity, strong inter-personal skills and the ability to work with low socio-economic and diverse populations facing crisis situations in a professional and diplomatic manner. Demonstrates maturity and sensitivity to issues of faith, culture, and other sources of diversity. Ability to deescalate clients on the edge of verbal or physical violence. Ability to work as part of a team within a multi-disciplinary framework. Demonstrates computer literacy with knowledge of Microsoft Office. Willing to work with minimal supervision, yet be able to accept direction; well organized and detail oriented. Requires customer service and oral and written communication skills. Bi-lingual a plus, but not required. Will be trained in electronic platforms, must have computer skills to support completion of this requirement.

Physical Requirements:

Must have hearing and speaking ability for effective oral communication; Must have visual acuity to make observations of facilities; must have physical ability to handle both indoor and outdoor temperatures; physical, emotional and spiritual stamina to handle job-related issues and stress. Must have ability to climb stairs and make walk-throughs of entire residential area.

Other:

Must demonstrate legal authorization to work in the United States. Must pass applicable pre-employment background screening procedures. Must be able to communicate effectively in English.

Employee Signature

Date

Director Signature

Date



Metropolitan Ministries Job Description

JOB TITLE: Intake Manager

DEPARTMENT: Case Management-Intake

REPORTS TO: Director of Residential Services

STATUS: Exempt

JOB FUNCTIONS: The Intake Specialist Supervisor provides oversight and direction to intake ensuring quality assurance of the intake process.

ESSENTIAL RESPONSIBILITIES:

1. Completes the intake process including approval for placement on the waitlist, referral to appropriate community resources/ treatment programs and distribution/approval of motel vouchers. .
2. Ensures intake is flowing efficiently, there is minimal wait time for initial screening for shelter and responds to community partners and referral sources in a timely manner.
3. Maintains budget and partnership for motel vouchers. Process invoices for motels and works closely with Grants Department to ensure on budget.
4. Assist with training interns on the intake process ensuring competency in all programs offered at Metro, prescreening and assessments that are to be completed during the intake process.
5. Ensures data accuracy into HMIS system and system used to track incoming applications for intake clients and outcome. Responsible for data accuracy for KPI reporting and contract compliance.
6. Completes all required Metropolitan Ministries paperwork in a timely manner according to established deadlines.
7. Provide weekly or biweekly supervision to direct staff to ensure support/guidance and promote growth and change as it relates to job responsibilities.
8. Ensures applications coming through intake for shelter are being appropriately assigned in a time manner and tracked.
9. Assist with conflict resolution as needed in intake.
10. Develops and maintains relationships with community partners and referral sources to ensure ongoing referrals and ease to access for shelter. Update referral providers as needed to facilitate accurate referrals.
11. Ability to make sound and independent decisions when necessary related to the intake process.



Metropolitan Ministries Job Description

12. Ensure interns are meeting the minimum required intakes per shift to ensure client needs are being met and coverage.
13. Ensure clients meet programs eligibility requirements. Clients that don't meet criteria receive Hopeful, empathetic connection to more appropriate services/community referrals.
14. Regularly communicates with other departments and team members to promote open communication, democracy, and a positive constructive interaction in efforts to best serve clients in need and reduce conflict.
15. Ensures the move in process is efficient to allow for a quicker turnaround time for move ins.
16. Meet personal goals and actively contribute to the achievement of the team and organizational goals.
17. Attend required meetings within agency and outside agency as needed to ensure representation of intake team.
18. Works closely with supervisor to ensure process improvement of intake process when needed.
19. Support the holiday tent operations as directed. Support the team in other tasks as assigned. Adheres to all policies, procedures, and strategic plan initiatives of Metropolitan Ministries.
20. Other duties as assigned.

QUALIFICATIONS

Education and Experience: A Master's degree in Human Services field or related area. Supervision of interns or staff preferred. Must be knowledgeable about homeless issues, with experience providing intakes and assessments in a fast-paced environment and have ability to engage families.

Skill Requirements: Bilingual (Spanish) preferred. Must be able to work within a multi-disciplinary team framework; strong interpersonal skills; strong oral and written communications skills; dependability; demonstrates maturity and sensitivity to cultural and individual differences in clients served; ability to handle job related matters in a professional, diplomatic, and confidential manner; willing to work with minimal supervision, yet be able to seek and accept direction; well organized and detail oriented.

Physical Requirements: Hearing and speaking ability, which allows for effective oral communication; physical and emotional stamina to effectively handle job related issues and stress.



Metropolitan Ministries
Job Description

Other: Must demonstrate legal authorization to work in the United States. Must be able to communicate effectively in English. Must possess a valid FL drivers license with a good driving record and insured vehicle in order to transport self and clients when necessary.

Employee Signature

Date

Director Signature

Date

Section G. Funding Request

G.2. Please provide a detailed budget identifying specific costs within each budget category and specify which items will be requested for reimbursement with CDBG funding and specify the expenses to be reimbursed using other funding sources.

Detailed Budget By Budget Category *Required

- **Metropolitan Ministries Pinellas Family Shelter Budget**

| Metropolitan Ministries, Inc. Pinellas County Family Shelter FY26 | | | | |
|--|---------------------|--|---------------------|---|
| Expenses | Total Amount | Pinellas County ESG RUSH Request | Other Funders | Description |
| <i>Personnel Expense</i> | | | | |
| Director, Pinellas Residential Programs | \$ 75,000 | | \$ 75,000 | A full-time, salaried position responsible for directing, evaluating, and supervising the operations of Emergency Shelter and Kitchenettes including Case Management, Community Life Advisors, and Intake. |
| Intake Manager | \$ 45,000 | \$ 45,000 | | A full-time, salaried position that implements the shelter intake process. |
| Community Life Advisor (Night Shift) | \$ 40,000 | \$ 40,000 | | A full-time, hourly position that works 3pm-11pm Monday to Friday. All Community Life Advisors provide support and assistance to residential clients, assuring a safe and healthy environment as residents work towards self-sufficiency and smooth operation of shelter programs. |
| Community Life Advisor (Weekend Shift) | \$ 22,800 | \$ 22,800 | | A part-time position, hourly position that works from 8am-8pm on Saturdays and Sundays. |
| Community Life Advisor (Part Time) | \$ 19,000 | \$ 19,000 | | A part-time position, hourly position that works 20 hours/week |
| Case Management Supervisor | \$ 55,000 | | \$ 55,000 | A full-time, salaried position that supervises case managers and all case management services. |
| Lead Case Manager | \$ 48,000 | | \$ 48,000 | A full-time, salaried position that carries a caseload of 12 shelter households, provides in-office case management and housing-ready services to families within the emergency shelter program; evaluates and assesses immediate needs; oversees accurate data quality of all files upon client entry. |
| Case Manager | \$ 45,000 | | \$ 45,000 | A full-time, salaried position that carries a caseload of 18 households, provides in-office case management and housing-ready services to families within the emergency shelter and kitchenette program. |
| Housing Specialist | \$ 45,000 | | \$ 45,000 | A full-time, salaried position that builds relationships with landlords, places families in housing when ready, and conducts HUD housing inspections |
| Employment and Vocational Training Coordinator | \$ 45,000 | | \$ 45,000 | A full-time, salaried position that provides educational and employment support to adults including skills training, connection to education and certification programs and job placement. |
| Family and Children's Partnership Coordinator | \$ 55,000 | | \$ 55,000 | A full-time, salaried position that facilitates educational programming for children and families, acts as a liaison between the residents and their children's schools, and develops partnerships to create dynamic programming for children and families. |
| Fringe Benefits | \$ 89,064 | \$ 22,824 | \$ 66,240 | Benefits are calculated at 18% and include: FICA @ 7.362% of total salaries, Unemployment Compensation @ 0.133%, Worker's Compensation @ 0.914%, Retirement @ 1.889%, and Health/Life Insurance @ 7.7% of total salaries. |
| Total Personnel Expense | \$ 583,864 | \$ 149,624 | \$ 434,240 | |
| <i>Direct Client Expenses</i> | | | | |
| Client Assistance Funds | \$ 50,000 | | \$ 50,000 | This includes motel vouchers, financial assistance, beds, bus passes, shoes, and furnishings for move outs. |
| Child Care Fees | \$ 65,000 | | \$ 65,000 | This will cover the cost charged in excess of child care vouchers received by daycare providers. |
| Food Purchases | \$ 45,625 | | \$ 45,625 | This is the cost of one meal per day/person @ \$2.50/meal; additional food will be donated by the St. Pete Free Clinic. |
| Materials and Supplies | \$ 25,000 | | \$ 25,000 | This includes hygiene, diapers, medicine, toiletries, drug test supplies, etc |
| Group Activities and Recreation | \$ 4,000 | | \$ 4,000 | Covers the costs of parent-child activities, family experiences and child field trips. |
| <i>Operating Expenses</i> | | | | |
| Lease | \$ 236,500 | | \$ 236,500 | Annual leasing cost per contract. |
| Utilities | \$ 92,250 | | \$ 92,250 | Annual utilities cost for shelter building per previous year's expenses. |
| Security | \$ 75,600 | | \$ 75,600 | Approximately \$6,300/month for a contracted company to provide overnight security. |
| Insurance | \$ 21,241 | | \$ 21,241 | Estimate per Metropolitan Ministries' current broker. |
| Contracted Services | \$ 21,600 | | \$ 21,600 | Approximately \$1,800/month for a contracted company to provide janitorial and maintenance services. |
| Internet/ISDN Expenses | \$ 22,928 | | \$ 22,928 | Annual cost for internet and phone usage. |
| Employee Training | \$ 12,000 | | \$ 12,000 | Approximately \$350/employee annually plus attendance for 2 at an annual conference. |
| Office Supplies | \$ 1,000 | | \$ 1,000 | General office supplied and printing/copying costs |
| Vehicle Expense | \$ 11,400 | | \$ 11,400 | Gas, repairs and maintenance of a vehicle use to transport children to/from daycare and adults to job interviews, medical appointments, etc. |
| Total | \$ 1,268,008 | \$ 149,624 | \$ 1,118,384 | |