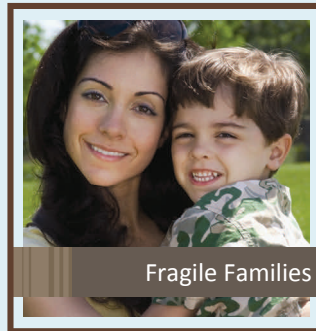


# agency review

Helping individuals and families move out of crisis,  
establish stability and maintain self-sufficiency.

Because we are Tempe.



City of Tempe  
Human Services Funding  
Agency Information for FY 2013/14



**TEMPE**  
Community  
Council

# agency review

## MISSION STATEMENT

Connecting those in need with those who care. Tempe Community Council does this by; convening community, conducting research, determining priorities, implementing effective programs and exemplifying prudent stewardship of resources.

## HISTORY

For nearly 30 years, Tempe Community Council (TCC) has managed and administered the allocation of human service dollars by the City of Tempe to local nonprofit human service organizations. Resources are allocated to the organizations through a volunteer, citizen-based review process called "Agency Review." Final funding decisions are made by the Tempe City Council.

## RESOURCES

Agency Review funds come from the City of Tempe General Revenue Fund, Federal Community Development Block Grants and voluntary water utility customer donations through Tempe's Help to Others. Total funds allocated are close to \$1 million to approximately 35 Valley-wide agencies serving Tempe clients. For a detailed list of agencies which are funded through this process please refer to our website at:  
[www.tempecommunitycouncil.org/nonprofit-partners/](http://www.tempecommunitycouncil.org/nonprofit-partners/)

## APPLICANT AGENCY REQUIREMENTS

Eligible human service organizations must have 501(c)(3) status and deliver human services (TCC defines "human services" as programs/services for clients who are economically disadvantaged or become economically challenged through unexpected life circumstances) to clients and residents in Tempe. See Policies & Procedures for more information.

## CONTACT

For further information please contact TCC Human Services Coordinator, Caterina Mena, at [caterina\\_mena@tempe.gov](mailto:caterina_mena@tempe.gov) or visit our website at:  
[www.tempecommunitycouncil.org](http://www.tempecommunitycouncil.org)

**AGENCY TIMELINE**  
**FY 2013/14 AGENCY REVIEW PROCESS for**  
**CITY of TEMPE HUMAN SERVICE & CDBG PUBLIC SERVICE FUNDING**

TIMEFRAME / DATE & TIME	TASK	WHO	SPECIFIC
Wednesday, October 24, 2012 8:00 AM - 9:30 AM	Bidder's Conference/Grant & Technical Training. Held at Hatton Hall, 34 E. 7 <sup>th</sup> St., Tempe, AZ 85281. Agencies are to RSVP to <b>ONE</b> of the Training Dates.	TCC/Agencies	Mena, Matthews
Thursday, October 25, 2012 3:30 PM - 5:00 PM	Bidder's Conference/Grant & Technical Training. Held at Hatton Hall, 34 E. 7 <sup>th</sup> St., Tempe, AZ 85281. Agencies are to RSVP to <b>ONE</b> of the Training Dates.	TCC/Agencies	Mena, Matthews
Monday, November 5, 2012	COT Human Services RFP Release on e-Cimpact ( <b>upon completion and submission of Contact Form to TCC</b> )	TCC	Mena, Matthews
Wednesday, November 14, 2012 12:00 PM - 1:30 PM	Executive Director's Roundtable. Held at Hatton Hall, 34 E. 7 <sup>th</sup> St., Tempe, AZ 85281. Executive Directors are asked to be our guest at this luncheon.	TCC/Revitalization/ Agencies	Hanley, Mena, Matthews, Hittie
Wednesday, November 21, 2012	Contact Information Forms due to TCC	Agencies	Mena, Matthews
Monday, December 3, 2012 <u>BY NOON</u>	Human Service Proposals Due in e-Cimpact by Noon. CDBG Proposals Due by Noon to TCC	Agencies	Mena, Matthews
Thursday, February 7-15, 2013 (exact dates to be determined)	Agency Interviews	AR Committee / Agencies /TCC	Mena, Matthews
Wednesday, April 3, 2013 7:30 AM	TCC BOD review recommendations at Board Meeting	TCC	TCC Board
Week of April 15, 2013 (tentative)	City of Tempe Budget Review begins. Departments make individual presentations to Council.	TCC	Hanley, Mena, Matthews
Thursday, April 18, 2013	Second Public Hearing / Recommendations presented to City Council at Issue Review Session	TCC Revitalization	Hanley & AR Co- Chairs Hittie or Schmalz
Thursday, May 9, 2013	Approval of Final Action Plan by Council / Agency Recs.	TCC Revitalization	Collins, Hanley
Thursday, June 27, 2013 (tentative)	City of Tempe Final Budget Approval	Tempe City Council	Tempe City Council
July 1, 2013	Agencies are officially notified of City allocations	TCC	Staff



Agency Contact Information Form  
City of Tempe Human Service RFP  
FY 2013/14

Tempe Community Council (TCC) requires ALL nonprofit agencies that are interested in applying for the City of Tempe Human Service RFP and Community Development Block Grant (CDBG) to submit their most current contact information **BEFORE** they are allowed to access the application materials via the internet using the e-Cimpact system.

**Please complete this form and submit to TCC by or before Wednesday, November 21, 2012** if the agency is interested in applying for City of Tempe Human Service funds. Forms can be submitted by email, fax or mail.

TCC and the City of Tempe strive to make the Human Service application process accessible to all interested nonprofit agencies that provide human services to Tempe clients and residents.

For any questions or concerns about the application or the e-Cimpact system, please contact:

Caterina Mena  
Tempe Community Council  
34 E. 7<sup>th</sup> St.  
Tempe, AZ 85281  
480.858.2311 - Direct  
480.350.8400 - TTY  
480.858.2319 - Fax  
[caterina\\_mena@tempe.gov](mailto:caterina_mena@tempe.gov)

Agency Name	
Main Address	
Main Phone	
Main Fax	
Website Address	
Executive Director Name	
Executive Director Phone	
Executive Director Email	
Primary Contact Name	
Primary Contact Phone	
Primary Contact Email	
Name of Program/s (if identical to previous year/s write 'same')	

The City of Tempe provides a wide-spectrum of human services to its residents. Please identify where your program(s) falls on a spectrum of crisis services, to stability services, to self-sufficiency services (we are aware that some programs may not operate on the full- continuum; you will have an opportunity to explain in further detail).'

**Must Pick One (PRIMARY program goal/s)**

       Investments for Moving Clients Out of Immediate Crisis

May include, but not limited to, programs providing basic needs, such as provision of: food; water; clothing; crisis shelter; detoxification treatments; etc.

       Investments for Establishing Stability for Clients

Clients' basic needs are met and program is moving them to greater functioning. May include, but not limited to: rental and utility assistance; case management; counseling; transitional housing; substance abuse prevention education; etc.

       Investments for Maintaining Self-Sufficiency for Clients

May include, but not limited to, programs for: prevention; special populations; counseling; mentoring; youth development; foster care and adoption education; child care; benefits assistance; in-home care; volunteer opportunities; home-delivered meals; congregate meals; etc.

# CITY OF TEMPE, ARIZONA HUMAN SERVICES “AGENCY REVIEW” POLICY AND PROCEDURES

[Most recent update in August, 2012]



**CITY OF TEMPE, ARIZONA  
HUMAN SERVICES “AGENCY REVIEW” POLICIES / PROCEDURES**

**Procurement Schedule:**

<b>Time</b>	<b>Action</b>
December	Application due in e-Cimpact on the first Monday of December by 12:00 noon, Arizona time (late proposals will not be accepted)
April and May	Recommendations presented to Tempe City Council
June	City of Tempe final budget approval
July	Agencies are officially notified of City allocations via post

**Background:** For more than 30 years Tempe Community Council (TCC) has managed and administered the allocation of human services dollars by the City of Tempe to local nonprofit human services organizations. Resources are allocated to the organizations through a volunteer, citizen-based review process titled “Agency Review.” Final funding decisions are made by the Tempe City Council.

Agency Review funds come from the City of Tempe General Revenue Fund, Federal Community Development Block Grants (CDBG), and the voluntary water utility customer donations through Tempe’s Help to Others program. Historically, total funds allocated are more than \$1 million to approximately 40 Valley-wide agencies serving Tempe clients.

**Purpose:** The City of Tempe, through TCC, initiates the Request for Proposals (RFP) to solicit proposals from human services agencies serving City of Tempe clients. The goal of Agency Review is to assist and make recommendations to the Tempe City Council in establishing criteria for City funding of human services programs. Final funding decisions are legally that of the Tempe City Council.

**Minimum Agency Qualifications:** Nonprofit agencies serving Tempe clients are eligible to apply. Eligible human services organizations must have 501(c)(3) status and deliver human services to clients and/or residents in Tempe. TCC defines “human services” as programs/services for clients who are economically disadvantaged or become economically-challenged through unexpected life circumstances. The City of Tempe funds a broad array of services to help Tempe residents achieve their highest level of self-sufficiency.

Note: No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this agreement because of age, sex, race, color, religion, creed, marital status, familial status, sexual orientation, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities.

**Proposal Requirements:** Human services agencies are invited to submit a proposal via e-Cimpact detailing measurable goals and objectives of the program that advance the human services needs that the program is intended to address. Applications are due in e-Cimpact no later than the first Monday in December by 12:00 noon, Arizona time. In addition to eligibility for human services funding, this application serves as identifying CDBG eligibility.

**Late Clause:** Applications uploaded and received by the e-Cimpact system after the deadline date and time will be considered late and will not be rated, ranked or receive funding consideration.

**Bidder's Conference/Technical Assistance:** A technical assistance workshop is scheduled to be held the third or fourth week of October. All prospective agencies are encouraged to attend; however, attendance is not mandatory.

**Submission of Proposals:** The deadline to submit proposals into the e-Cimpact system is 12:00 noon, Arizona time, on the first Monday of December. Late proposals will not be accepted.

TCC is not responsible for proposals submitted late. It is the responsibility of each agency to submit proposals sufficiently ahead of time to be received **no later than 12:00 noon, Arizona time**, on the due date. (Note: Agencies that wait until minutes before noon to submit their proposal run the risk of being held in an electronic queue and may not be submitted on time.)

**Period of Performance:** The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about July 1 and to end on or about June 30 of the following year. Contract renewals or extensions, if any, shall be at the sole discretion of the Tempe City Council.

**Evaluation:** In order to allocate funds appropriately, members of the volunteer citizen-based review panel will evaluate and score applications based upon how the program will serve human services needs within the City of Tempe (TCC staff will monitor expenditures of grant funds). Proposals may be evaluated using the following criteria, but are not limited to:

**Management**

Experience/expertise of executive director and/or staff.

Board members expertise and affiliation.

Agency experience and expertise.

Proposed program effectively works with community collaborators to deliver service(s).

**Service**

The program's fit into the overall mission of the agency.

The program's address of the City of Tempe's priorities for human service funds.

The program's delivery and accessibility to clients.

The service's address of a critical human service need in Tempe.

The service(s) are in an appropriate location.

The program(s) serve a significant number of Tempe clients respective to service.

The program(s) address a high priority need as identified in the City of Tempe's 2010-2014 Consolidated Plan.

**Performance Outcomes**

Clearly projected goals and measurable outcome objectives.

Program performance from previous year.

Collaboration and coordination with other organizations.

**Budget**

Reasonableness of budget-given program objectives.

Leveraging of City/other funds.

Program demonstrates broad financial support.



## Interviews

Each year, TCC determines which nonprofit or governmental agency is interviewed through the Agency Review process. If an agency is not granted an interview, a set of questions regarding their application is electronically submitted following review from the citizen-based review panel.

A personal interview is granted if one or more of the following criteria are met:

- Agency has not submitted an application in the past
- Agency has applied in the past, but did not receive funding
- Agency has been funded but has omitted or withdrawn an application in a previous year
- Agency is under new executive leadership
- Agency has requested a significant increase or decrease in funding
- Agency has had a dramatic program change
- Agency has not had an interview in the past two years
- Agency has significant audit exceptions as determined by the citizen-based review panel
- Agency has requested more than \$100,000 in human services funding

TCC reserves the right to interview any agency regarding their organization and/or programs or if staff deems it would be beneficial to the citizen-based review panel.

**Notification to Proposers:** After award recommendations have been determined, the agency is notified by post that they have/have not received funding for the fiscal year (FY). If the agency is funded, enclosed in the award letter is a Grant Summary Form (acting as a contract) which outlines the program, grant amount, fund type and a Volunteer Comments Form from the citizen review panel.

Human services awards are issued to agencies in four quarterly payments mailed to the agency in the first week of each fiscal quarter beginning in July. All agencies that receive human services funding are **required to submit quarterly reports via e-Cimpact.**

**Reporting Guidelines:** All awarded human services agencies are required to complete a Grant Summary Form. Online quarterly reports must be completed and submitted using the e-Cimpact website. **Quarterly reports must be filed in a timely manner or disbursement of funds will be delayed.** In cooperation with the City of Tempe, TCC reserves the right to delay quarterly disbursement. If a check is delayed, a three-week processing time could incur.

**Site Visits/Monitoring:** Agencies submitting proposals may be contacted by the TCC grant administrator for a spring/summer site visit. There will be one site visit per agency. Each agency will decide if the site visit will be a presentation or a tour of the site and which staff will participate. If the agency is to receive CDBG funds from the City of Tempe, a representative from Tempe's Housing Services will contact the respective agency to discuss the FY contract and reporting requirements. In addition, annual monitoring visits will be scheduled in order to provide on-site technical service, as well as to ensure compliance with all appropriate local/federal regulations.

**Awards at Reduced Funding Level:** Agencies submitting successful proposals, but not funded at full budget request, may be required to submit a revised program budget for the amount awarded.

**Appeals Procedure:** Any agency that feels aggrieved with this RFP may appeal to the TCC Agency Review procurement entity, the Tempe Community Council Enhancement Committee. An appeal must be filed within thirty (30) calendar days after the date of the issue of concern. An appeal shall be made in writing and include the agency's name, address and phone number, identification of the contract being appealed, a detailed statement of the factual grounds of the appeal, including copies of all relevant documents, and the form of remedy requested. An appeal is to be on the agency letterhead and signed by the agency or its authorized representative. The TCC Enhancement Committee will issue a written decision no later than thirty (30) calendar days after an appeal has been filed. The decision shall contain an explanation of the basis of the remedy.

**Rejection of Proposals:** The City reserves the right, at its sole and absolute discretion, to reject any and all proposals received without penalty and to not issue a contract as a result of this RFP.

**Revisions to the RFP:** In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all who receive the RFP.

**Proprietary Information/Public Disclosure:** Materials submitted in response to this competitive process shall become the property of the City of Tempe. All received proposals shall remain confidential until the award of contract recommendation has been filed with the Tempe City Clerk for Tempe City Council action. Thereafter, the proposals shall be deemed public records.

Thank you for your support of  
human services in our community.

Because we are Tempe.

FOR MORE INFORMATION

**Katherine Hanley**  
Executive Director

**Jayson Matthews**  
Chief Program Manager

**Caterina Mena**  
Human Services Manager

**34 East 7th Street, Tempe, AZ 85281**  
**[www.tempecommunitycouncil.org](http://www.tempecommunitycouncil.org)**  
**[tccinformation@tempe.gov](mailto:tccinformation@tempe.gov)**  
**480.858.2300**



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