

Meeting Date
11/17/15



AGENDA	
Section	New Business
Item No.	TLB.1

**AGENDA REPORT
BREVARD COUNTY BOARD OF COUNTY COMMISSIONERS**

SUBJECT:	APPROVAL, RE: FY 15-16 COMMUNITY ACTION BOARD COMMUNITY BASED ORGANIZATIONS (CBO) RECOMMENDATIONS
DEPT/OFFICE:	Community Services Group / Housing & Human Services Public Safety & Support Services/Central Services

Requested Action:

It is requested that the Board of County Commissioners (BOCC) approve the recommendations of the Community Action Board (CAB) to provide \$510,200 in funding to twelve (12) community-based organizations (CBO) and authorize the Chair, and/or County Manager or designee, to execute agreements upon review and approval by the County Attorney and Risk Management. It is also requested that the Chair, or the County Manager, be authorized to execute modifications and amendments upon review and approval of the County Attorney and Risk Management.

Summary Explanation & Background:

The Brevard County Community Action Board (CAB) has been established by the Board of County Commissioners (BOCC) per Florida Administrative Rule 9B-22.011. This rule mandates that the composition of this Board be of a tripartite nature, made of equal members consisting of elected public officials or their representatives, persons democratically chosen to represent the low income population in the areas served, and officials or members of business, labor, community advisory boards, veterans groups, religious/faith based alliances, or affordable housing groups. All representatives elected or appointed to the Board must be a resident of Brevard County.

The CAB's primary function is to review and recommend programs for the Brevard County Community Action Agency through the use of Community Services Block Grant (CSBG) funds and oversee Low Income Home Energy Assistance Program (LIHEAP) funds. CSBG funds are used to address the needs of low income families and help them achieve self-sufficiency. Additionally, the CAB provides CBO funding recommendations to the BOCC. The CAB accomplishes this through the use of a Request for Proposal (RFP) process. The RFP is made available to agencies that provide services to Brevard County residents consistent with Brevard County BOCC approved plans and strategies.

On August 25, 2015, the Community Action Board voted to recommend that the BOCC fund the following community-based organizations in response to a request for proposal to provide community services. There are twelve (12) agencies and fourteen (14) programs recommended for funding:

- \$30,000.00 - Aging Matters (Senior Assistance)
- \$60,000.00 - Aging Matters (Senior Nutrition)
- \$15,281.93 - Ambassador Christian Academy (Youth Mentoring)

(Continued on Page 2)

Clerk to the Board Instructions:

Exhibits Attached: Protest Letter dated 9/3/15; Correspondence between Purchasing and Helping Seniors of Brevard County; Helping Seniors Statement for the CBO Protest Meeting; Meeting Minutes from 11/2/15 Protest Meeting

Contract /Agreement (If attached): Reviewed by County Attorney	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	PR	<input type="checkbox"/>
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County Manager	Assistant County Manager	Department Director / Extension
	Venetta Valdengo	Ian Golden / Teresa Camarata
Stockton Whitten	Venetta Valdengo	Ian Golden (52007) / Teresa Camarata (55492)

- \$60,000.00 - AMI Kids Space Coast, Inc. (Health Services for At-Risk Male Youth)
 - \$60,000.00 - Big Brothers Big Sisters (Youth Mentoring and Development)
 - \$44,077.50 - Brevard Alzheimer's Foundation (Transportation Services f/t Elderly & Disabled)
 - \$32,006.80 - Central Brevard Sharing Center (Emergency Food)
 - \$40,000.00 - Family Counseling Center (Outpatient Behavioral Health Services)
 - \$ 7,732.80 - Community Development Institute (Early Head Start)
 - \$12,000.00 - Links of Hope (Child Abuse Prevention Classes)
 - \$12,000.00 - Salvation Army (Domestic Violence Shelter/Services)
 - \$19,200.00 - Salvation Army (Soup Kitchen)
 - \$57,900.80 - Space Coast Center for Independent Living (Transportation Services for Individuals w/Disabilities)
 - \$60,000.00 - The Women's Center (Domestic Violence Victims Services)
- \$510,199.83 TOTAL

On September 3, 2015, Mr. Joe Steckler of Helping Seniors of Brevard County, Inc. submitted a formal written protest to the Housing and Human Services Department listing six (6) areas of contention, which Helping Seniors of Brevard County felt resulted in a lack of accountability and flawed process. In order to remove any potential for conflict from the process, the protest issue was forwarded to the Purchasing Department to utilize their formal protest procedures.

A protest committee consisting of Frank Abbate, Assistant County Manager; John Denninghoff, Director of Public Works; and Jerry Visco, Director of Human Resources, met on September 22, 2015. After hearing and taking into consideration all issues presented by Helping Seniors of Brevard County and other interested parties, the protest committee determined that Housing and Human Services, and the Community Action Board (CAB) members, followed the approved process. The committee voted 3-0 to deny the protest and move forward with the recommendations of the Community Action Board (CAB) as intended.

On September 23, 2015, Purchasing Services provided Helping Seniors of Brevard County, Inc. with a letter confirming the results of the September 22, 2015 committee meeting and advised that if they did not accept the committees' decision, they needed to submit a notice of objection to Purchasing Services in writing by September 25, 2015, after which Purchasing Services would then schedule the recommended award, including details of the protest and the Protest Committees' recommendation, before the Board of County Commissioners.

Purchasing Services did receive notice from Mr. Steckler, prior to the September 25, 2015 deadline, that Helping Seniors of Brevard County did not accept the Protest Committees' decision. Mr. Steckler contended he was not provided a fair forum due to inability to hear and understand the testimonies and dialogue concerning the protest due to general layout of the meeting room, participants and background noise, and information parity issues. At the recommendation of Shannon Wilson, Deputy County Attorney, it was decided to offer Helping Seniors of Brevard County a new protest meeting in an environment more suited to accommodate Mr. Steckler's needs. Mr. Steckler notified Purchasing Services on September 30, 2015, that Helping Seniors of Brevard County would like to proceed forward with new protest meeting.

A second protest meeting was conducted on November 2, 2015. After hearing and taking into consideration all protest issues by Helping Seniors of Brevard County, Inc. the committee again determined that Housing and Human Services, and the CAB members, followed the approved process. The committee voted 3-0 to deny the protest and move forward with award as intended.

Fiscal Impact: FY 15/16 – There is a fiscal impact of \$510,200 to the General Fund. Funds are budgeted in Business Area 0001, Cost Center 201500.

FY 16/17 - There will be a fiscal impact to the General Fund if approved by the BOCC.

Contact: Juanita Davis, Assistant Department Director (633-2076)



Tammy Etheridge, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001
Fax: (321) 264-6972

November 19, 2015

MEMORANDUM

TO: Ian Golden, Housing and Human Services Attn: Juanita Davis

RE: Item VI.B.1., Approval of FY 2015-2016 Community Action Board Community Based Organizations (CBO) Recommendations

The Board of County Commissioners, in regular session on November 17, 2015, approved the recommendations of the Community Action Board (CAB) to provide \$510,200 in funding to twelve (12) community-based organizations (CBO); authorized the Chairman, and/or County Manager, or his designee, to execute Agreements upon review and approval by the County Attorney and Risk Management; and authorized the Chairman, or the County Manager, to execute modifications and amendments, upon review and approval of the County Attorney and Risk Management.

Your continued cooperation is greatly appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS
SCOTT ELLIS, CLERK

Tammy Etheridge, Deputy Clerk

cc: Central Services Director
Finance
Budget



Helping Seniors of
Brevard County, Inc.

Board of Directors

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Registered Nurse

Jacque Esterline
Levin HomeCare Nurse Registry

Brooke Deratany Goldfarb
Peaceful Beach Mediation

Pastor Sergio Reyes
Calvary Baptist Church

**Helping Seniors
Media Programs**

TV show on ch. 49:
Mon 7 PM, Tues 6:30 PM &
Thurs 7:30 PM

TV show on ch. 499:
M-F 8 AM, 4:30 PM, 5 PM

Radio show Thursday at
1 PM on WMEL AM 1060

Columns in Senior Scene
Magazine, Hometown
News, Spotlight Magazine,
Ebony News Today

RECEIVED

SEP 3 2015

HOUSING/HUMAN SERV

Date: September 3, 2015

From: Helping Seniors of Brevard County, Inc.

To: Community Development & Resource Manager

Re: Protest of award of Community Based Organization funding under
RFP HHS 15-CBO

We regret the necessity of lodging this complaint, but believe there are some serious flaws in the CBO grading system that should be investigated:

Lack of accountability ~

- Brevard County funds were awarded to a nonprofit based in Orlando.
- Nearly 18% of total CBO funding was awarded to one agency. Said agency has overhead costs of \$3,610,135 (70.3% of their budget) according to the agency's 2014 annual report. These costs were not clearly justified upon questioning by CAB members.
- Brevard County funds were awarded to a religious organization that, according to its web site, uses Biblical teaching in its mentoring program.

Flawed process ~

- There is no planned procedure for awarding monies. The funding cut-off point and funding formulas appear arbitrary. A minimum eligibility score should be set and logical distribution of monies maintained from year to year.¹ This would allow more programs to be funded with a more even allotment of funds.
- Some CAB members, while viewing 15 proposals and using a complicated scoring sheet, never once looked at the grants.
- Applicant agencies were not afforded time to explain to the CAB the purpose of their grant request. This action forfeited our due process since we could not explain the impact of denial of the grant award.

It is hoped that a close and non partial review of the entire process will reveal policies and practices that need to be changed if awards are to be made impartially and based on merit and need. Further, it is noted that no county assessment has been made of the issues considered most important to seniors; yet, in a recent document delivered to the Commissioners, the top need of seniors was information and education, which is the mission of Helping Seniors.


Joseph L. Steckler, President

¹ For example, grants scoring 90-95 would receive 70% of their request; grants scoring 85-90 would receive 60% of their request; and grants scoring 80-85 would receive 50% of their request. Grants scoring below 80 would be ineligible for funding. This system would have allowed three more programs to be funded without a significant reduction of currently funded programs.

RECEIVED

OCT 02 2015

HOUSING/HUMAN SERV



Helping Seniors of Brevard Inc.
571 Haverty Court – Suite W - Rockledge FL 32955
Phone: 321-473-7770 || www.HelpingSeniorsofBrevard.org

Mr. Jonathan McLester, CPPO, CPPB
Procurement Supervisor
Purchasing Services
2725 Judge Fran Jamieson Way
Building C – Suite 303
Viera Florida 32940

Via US Mail & Fax to: 321-617-7391

cc: Mr. Ian Golden, Director
Brevard County Board of Commissioners
Housing and Human Services Department
2725 Judge Fran Jameson Way, Building B, Room 106
Viera FL 32940

Dear Mr. McLester,

Thanks very much for your letter of September 23, 2015.

We appreciated the opportunity to participate in this past Tuesday's Protest of Award Meeting. As you know, the meeting was held September 22 2015 at 200pm at the Viera Government Center Building. During this meeting, we were to be afforded the opportunity to have a review of our properly filed Protest. At this meeting, we were also informed of our right to request an appeal of the determination of the Purchasing Department's Protest Procedure, so long as said request was made with in three (3) days of the meeting.

Please allow this follow-up letter to serve as our notice, as was offered during the meeting, and as specifically outlined in your September 23, 2015 letter, to exercise our rights to appeal this matter.

Despite having appreciated the opportunity to participate in the meeting, we respectfully do not accept the Protest Committees decision as per the following:



ADA Issues

We respectfully do not accept the Protest Committees' decision and therefore request this appeal because we believe that the Purchasing Department's Protest Procedure meeting organization and procedures did not afford a fair forum for our issues to be heard, specifically, for the reasons enumerated below and foremost because my own hearing impairment did not allow me to fully participate as I had anticipated being able to.

As you know the, Brevard County Government website specifically quotes Title II of the Americans With Disabilities Act¹, which states:

"In compliance with the Americans With Disabilities Act of 1990 (ADA), no qualified individual with a disability shall, on the basis of a disability, be excluded from participation in or be denied the benefits of the services, programs or activities of Brevard County government, or be subjected to discrimination in the provision of such services."

The U.S. Department of Justice Civil Rights Division presented an overview of the requirements of Effective Communication for people who have hearing disabilities.² Specifically, it states:

- *The purpose of the effective communication rules is to ensure that the person with a vision, hearing, or speech disability can communicate with, receive information from, and convey information to, the covered entity.*
- *Covered entities must provide auxiliary aids and services when needed to communicate effectively with people who have communication disabilities.*

¹ Brevard County website link: <http://brevardcounty.us/ada>

² Americans with Disabilities website link: <http://www.ada.gov/effective-comm.htm>



- *The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person's normal method(s) of communication.*

Fully believing it was the intention of the Purchasing Department's Protest Procedure to provide a fair forum for discussion of the issues raised, nevertheless the failure to provide and then follow specific rules of conduct for the meeting, as well as the general layout of the meeting room, participants and background noise, made it virtually impossible for me to hear and understand many of the more intricate testimonies and dialogues concerning our Protest.

Despite my repeatedly stating that I was not able to hear what was being said, nor being afforded any appropriate opportunities to pause the proceeding just long enough to ask those who were seated with me to assist me in understanding what was said, so that I could properly and intelligently provide an adequate response, the Protest Procedure was forced along at a timetable only convenient to those without a medically qualified hearing impairment such as I have.

Our office received the following email from Ms. Sandy Nevins, who attended the meeting as a private individual, corroborating this point:

"----- Forwarded message -----
From: Sandra Nevins <nevinss855@yahoo.com>
Date: Wed, Sep 23, 2015 at 1:50 PM
Subject: ADA ,protest appeal,grant
To: KayK <kay@helpingseniorsofbrevard.org>

I was pleased to be included in the appeal yesterday. These are some observations ; I noticed Mr. J. Steckler was having a problem hearing the proceedings, as so did I. The basics as I understand them as a public government meeting, the ADA must be in place to reasonable accommodations. For hearing impaired they are specific guide lines are in place, i.e., sign interpreter, visual aids (paper, overhead projector, charts, just an example.

Second point I raised my hand when chairperson asked for input. Was not called on. I would have liked name plates, badges, to identify persons on committee, to me they were total strangers."



Based on ADA Compliance concerns, alone, I am requesting a remanded Purchasing Department Protest Procedure, so that I can properly participate. Had I understood, in advance, the meeting would not be conducive to my hearing issues, I would have requested this in advance.

INFORMATIONAL PARTIY ISSUES

In addition, I also believe the Protest Procedure was flawed due to information parity issues.

I filed our protest in a timely fashion but it did become evident that the panel who was charged with reviewing the matter had received a prior response from the Housing and Human Services Department, which they had read and become familiar with, although we never received any copy of such documents.

This severely degraded the impartiality of the protest procedure because the Reviewing Committee had access to information highly relevant to our Protest – in advance - but for which we were never given any opportunity to review or participate nor prepare a rebuttal for in discussion of.

Mr. Golden's Sept 9 2015 email set the time and location of the Protest Meeting in a one page letter – see Exhibit B – but did not provide any additional information that would have assisted us in attending the meeting on the same parity, informationally, as those representing and those judging.

Another anecdotal example was the discussion concerning publicly available funding information from the Annual Report of Aging Matters and its related IRS 990 forms. I suggested that the majority grantee of the Brevard County Award Process achieved its award while demonstrating what appears to be a 70% overhead to services ratio from publicly available data. A Housing and Human Services Department representative countered that the paperwork she reviewed shows a 12% overhead to services ratio. Without the transparency of allowing us to analyze similar data sets, in a "discovery" process, it would appear any outside organization is at a severe disadvantage, in an appeal process, to those holding the "inside" information.



In addition to these general concerns, my request for Protest raised, primarily, three points, which I believed require additional inspection and consideration:

THE GRANT PROCESS WAS CHANGED
AFTER THE GRANT DEADLINE AND THEN NOT IN WRITING.

The Brevard County CBO Request for Proposals package, dated April 28, 2015, clearly states on page 4: "The Brevard County Housing and Human Services Department will be accepting funding applications from May 28, 2015, through June 30, 2015."

The package's included Brevard County CBO Program Application Notice to Potential Applicants specifically states, in Paragraph 12:

"12. Any interpretation, clarification, correction, or change to the Request for Proposal will be made by written addendum issued by the Brevard County Housing and Human Services Department. Any oral or other type of communication concerning the Request for Proposal shall not be binding."

Helping Seniors of Brevard Grant Proposal was timely filed prior to the June 30, 2015 deadline.

On August 12, 2015, I received the following email, 43 days AFTER the Filing Deadline, which stated that the evaluation process would change:



From: Brenda.Becker@brevardcounty.us
To: MDillman@agingmattersbrevard.org, Cindyf@agingmattersbrevard.org, lcaofmerrittisland@gmail.com, lcaofmerrittisland@gmail.com, spacecoast-ED@amikids.org, SCMI-BM@amikids.org, spacecoast-BM@amikids.org, mandriano@bbbscfl.org, brittany@bbbscfl.org, dviger@brevardalz.org, jmiller@brevardalz.org, dcooke@mybridges.org, diulio@mybridges.org, dbrubaker@sharingcenter.org, cblair@cditeam.org, njackson@brevardehs.org, barbiethrower@ctcbrevard.org, lori.parsons@fccbrevard.org, joesteckler@aol.com, lohorg@fdn.com, angel_calderon@uss.salvationarmy.org, Cindy_Mitchell@uss.salvationarmy.org, diane.bomberger@uss.salvationarmy.org, angel.calderon@uss.salvationarmy.org, cindy.mithell@uss.salvationarmy.org, diane_bomberger@uss.salvationarmy.org, jilldunham@scsil.net, jgessler@womenscenterinbrevard.org, skiley@womenscenterinbrevard.org
Sent: 8/12/2015 3:18:15 P.M. Eastern Daylight Time
Subj: CBO Recommendations Meeting

Good Afternoon,
Please mark your calendars!

We will be having our **CBO Recommendations meeting on August 25, 2015, scheduled from 9:00 a.m. – 4:00 p.m., in the Florida Room, Bldg. C., 3rd Floor, Viera Government Center.** Attached please find the Agenda for your review.

This year the Community Action Board voted not to have the agencies do presentations; however, agencies **must be in attendance** to answer questions that the Board may have during the review/scoring process.

Lunch will be provided.

Please RSVP ASAP to confirm your attendance. If you plan to participate in the luncheon, please provide us with the number of attendees.

If you have any questions or concerns, please don't hesitate to contact me.

Thank you

Brenda Becker, Contract Administrator
Brevard County Housing & Human Services Dept.
2725 Judge Fran Jamieson Way, Bldg. B-106
Viera, FL 32940
Phone: (321) 633-2076
Fax: (321) 633-2170
Email: brenda.becker@brevardcounty.us

Note the specific language in the email: "This year the Community Action Board voted not to have the agencies do presentations." This change was not communicated to participants PRIOR to submission deadlines, nor in writing at any time, other than in an informal email 6 weeks after-the-fact of the submission deadline – clearly violating the intent of Rule #12.



In the Protest meeting, one person, representing the Housing and Human Services Department, stated that the change was presented orally and sufficiently in the Technical Assistance Workshops and suggested that it was sufficient notice, although the only evidence she could present also stated "Presentations were not required" – which is clearly not the same as "Presentations are not permitted".

The Helping Seniors of Brevard position is that the history and procedure of the Brevard County CBO Grant Approval process has uniquely required a presentation to those voting on the proposals and, consequently, entered the RFP process with the intention of making its formal presentation to the Community Action Board at the appropriate time. This process was changed arbitrarily, and not in writing and after the fact. Therefore, it was inconsistent with the Brevard County Board of County Commissioners own rules as presented in the RFP and consequently, Helping Seniors of Brevard opportunity to compete effectively for funding, as contemplated, was obfuscated.

FUNDS GRANTED TO AN ORGANIZATION WITH NO RECOGNIZED OFFICE IN BREVARD COUNTY.

The Brevard County CBO Program Application Notice to Potential Applicants specifically states: *"The BOCC is interested in funding a wide range of services for the residents of Brevard County."* Terms and Conditions paragraph 2 states *"Applications may be made only by the governing bodies of 501 (c) (3), not-for-profit organizations and public agencies. **This program is not a pass through grant program.** The applicant will be legally, administratively, and fiscally responsible for the grant."* Terms and Conditions paragraph 3 states *"Providers of services must be in compliance with all city, county, state licensing and/or accreditation/certification and regulatory requirements."*

Exhibit "A" outlines a current GOOGLE search for "Big Brothers Big Sisters Melbourne FL" which yields only one result for a local entity - whose phone number "is no longer in service" when called.



The Big Brothers Big Sisters website specifically provides all contact information as requiring a (407) area code call, which, by definition, would be a toll call for many in Brevard's (321) area code. This is particularly harmful for those with least resources for whom a toll-call presents a financial obstacle.

If the argument is that services are provided locally, it remains unclear how an Orlando-based organization can provide local access to local mentoring programs, other than as a pass-through organization, prohibited by the County's own rules, without a definitive way for interested participants to contact the organization locally – either in person, or by telephone locally.

FUNDS GRANTED TO A SECTARIAN ORGANIZATION.

We do acknowledge the discussion presented that the Award granted to the Ambassador Christian Mentoring of Merritt Island, a religious organization, will be used, and monitored, so that it meets the guidelines prescribed in accordance with the Health and Human Services Health Resources and Service Administration guidance:

"No grantee may discriminate in its delivery of a federally-funded program against a client or potential client on the basis of religion or religious belief, a refusal to hold a religious belief, or a refusal to actively participate in a religious practice. Any specifically religious activity or service made available to clients by the grantee must be voluntary as well as separate in time and location from government funded activities and services."

Consequently, and presuming full compliance by this organization, and proper post-expenditure review by the County, we withdraw this objection.



In reviewing the basic discussions with those connected to Helping Seniors of Brevard, who attended the meeting, I have come to understand that I was not able to adequately defend the points that I raised which I believe have merit. Therefore, I am respectfully requesting a remanded process.

Thank you and I look forward to the opportunity to effectively continue this dialogue.

Sincerely,

Joe Steckler
President

Helping Seniors of Brevard



BIG BROTHER BIG SISTER MELBOURNE FLORIDA



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About 225,000 results (0.57 seconds)

Big Brothers-Big Sisters of Central Florida: Home Page
www.bbbscf.org/
Home page for Big Brothers Big Sisters of Central Florida - Florida Mall, Orlando Fashion Square Mall, Oviedo Mall, etc. Melbourne Square Mall, Merritt Contact Us - Start working with us - Volunteer - Enroll a Child

Volunteer - Big Brothers Big Sisters of Central Florida
www.bbbscf.org/site/c.cikWAcOUJ6H5/a/a_Enroll_a_Little.htm
What if every child fulfilled their potential? Think how amazing that would be. Now, you can start more Littles on the path to big things.

Enroll a Little - Big Brothers Big Sisters of Central Florida
www.bbbscf.org/site/c.cikWAcOUJ6H5/a/a_Enroll_a_Little.htm
By giving them the opportunity to be part of Big Brothers Big Sisters of Central Florida, you're... Please reach out to Laros of Melbourne or visit them for details.

Big Brothers Big Sisters of Brevard - All Brevard Magazine
www.allbrevard.com/weblinks/293 - All Brevard Magazine - Brevard County Web Hosting - Florida's Space Coast - Melbourne, Brevard County, Big Brothers Big Sisters is a Mentoring organization providing adult role

Big Brothers Big Sisters of Central Florida - VolunteerMatch
www.volunteermatch.org/search/org/13713.jsp - VolunteerMatch - Central Florida. Find Big Brothers Big Sisters of Central Florida volunteering opportunities at VolunteerMatch... 2450 Minton Road West Melbourne, FL 32904

Big Brothers Big Sisters | GreenBrevard
greenbrevard.com/teamwork/big-brothers-big-sisters.html
Mar 1, 2005 - Big Brothers Big Sisters of Central Florida has been serving the... Our office is located at 2450 Minton Road in West Melbourne, FL 32964

Big Brothers-Big Sisters Inc Counselor in Melbourne, FL ...
www.wellness.com... Counseling | Counselor | FL | Melbourne
Big Brothers-Big Sisters Inc is a Counselor at 2450 Minton Road, Melbourne, FL 32904. Wellness.com provides reviews, contact information, driving directions...

Big Brothers Big Sisters - Home
www.bigbrothersbig sisters.org.au - Big Brothers Big Sisters Australia

Big Brothers Big Sisters Counselor Link:

Profile: Big Brothers-Big Sisters Inc
Big Brothers-Big Sisters Inc
Get Phone Number & Directions
2450 Minton Road
Melbourne, FL 32904
About Big Brothers-Big Sisters Inc
Big Brothers-Big Sisters Inc is a Counselor located at 2450 Minton Road in Melbourne, FL.
Primary Specialty: Counselor
Services: Big Brothers-Big Sisters Inc offers counseling at 2450 Minton Road, Melbourne, FL 32904 in Melbourne, FL.
Please call Big Brothers-Big Sisters Inc at (321) 724-8222 to schedule an appointment in Melbourne, FL and to get more information about the counseling services offered.

Phone number no longer in service

www.BBSCFL.org


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Big Brothers Big Sisters of Central Florida

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We are here to start something

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We're here to help 

Need to get in touch with us? At Big Brothers Big Sisters, there's always a way to get more information or your questions answered.

Contact Us

Big Brothers Big Sisters of Central Florida
807 S. Orlando Avenue, Suite R
Winter Park, FL 32789

407.478.2996 - phone
407.478.2999 - fax
info@bbbscfl.org - email

[Find out more about volunteering »](#)
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[Read our Big Brother FAQs »](#)
[Read our Big Sister FAQs »](#)

Staff Directory:

Mike Andriano
Executive Director
Mandriano@bbbscfl.org or Ext. 111

Tanesha McDonald
Client Enrollment Supervisor
Tanesha@bbbscfl.org or Ext. 114



HOUSING & HUMAN SERVICES DEPARTMENT
2725 Judge Fran Jamieson Way, Bldg. B., Rm. 106
Viera, Florida 32940

Telephone: (321) 633-2007
FAX: (321) 633-2026

September 9, 2015

Mr. Joseph L. Steckler
Helping Seniors of Brevard
P.O. Box 372936
Satellite Beach, FL 32937

RE: Protest of award of Community Based Organization funding under RFP HHS 15-CBO

Dear Mr. Steckler:

We are in receipt of your protest letter. We will be utilizing the Purchasing Department's Protest Procedure to remove any potential for conflict from the process. This designates the Assistant County Manager and two (2) Department Directors from another organizational group as the Protest Committee. If you dispute this change and wish to utilize the Protest Procedure contained in RFP HHS 15-CBO, we must receive such request by September 15, 2015.

Your protest of award has been placed on the agenda of a Protest Committee meeting scheduled for Tuesday, September 22, 2015 @ 2:00 p.m. at the Viera Government Center, Bldg. B, 1st Floor, Room B-101 (Magnolia Room).

If you have any questions, please contact me at (321) 633-2007.

Sincerely,

Ian Golden, Director
Housing and Human Services Department



Florida's Space Coast

Purchasing Services
2725 Judge Fran Jamieson Way, Suite C303
Viera, FL 32940

Telephone (321) 617-7390
Facsimile (321) 617-7391

September 23, 2015

Mr. Joseph Steckler, President
Helping Seniors of Brevard
PO Box 372936
Satellite Beach, FL 32937
joesteckler@aol.com

RE: Results of Protest Meeting for RFP HHS 15-Community Based Organization (CBO) Funding

Dear Mr. Steckler:

As provided in the County's procedures for resolution of disputes and grievances a protest meeting was held on September 22, 2015 for the protest committee to consider the issues of your firm's protest of the intended award of CBO Funds and to provide you and any affected parties an opportunity to provide any comments concerning those issues. At this meeting all issues addressed by Helping Seniors of Brevard were heard and taken into consideration by the protest committee consisting of Mr. Frank Abbate, Assistant County Manager; Mr. Jerry Visco, Director of Human Resources; and Mr. John Denninghoff, Director of Public Works. The final determination was that Housing and Human Services, and the CAB members followed the approved process. The committee voted 3-0 to deny your protest and move forward with the award as intended.

If you do not accept the Protest Committees' decision, you have until 5:00 p.m. on Friday, September 25, 2015 to submit a notice of objection to Purchasing Services at 2725 Judge Fran Jamieson Way, Bldg C, Suite 303, Viera, FL 32940, Facsimile # 321-617-7391, Email jonathan.mclester@brevardcounty.us. The Purchasing Manager will then schedule the recommended award, including the details of the protest and the Protest Committee's recommendation, before the Board of County Commissioners via Board Agenda. The County Manager prior to approval and placement on the Board Agenda may elect to resolve the matter before presentation to the Board. In the event that the County Manager cannot bring the matter to resolution, a copy of the Agenda Report shall be furnished immediately to all affected parties. The affected parties may appear before the Board of County Commissioners as a final means of administrative remedy.

Please arrange to be in attendance at the November meeting in which the application for 2016 CBO Funding will be discussed. This is the time and place to discuss the CBO scoring system and the concerns that your agency has with regard to the policies and practices. We thank you for your interest, and for all that your agency does in Brevard County. Should you have any questions, you may contact me directly at 321-617-7390 Ext. 56049.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jonathan McLester', is written over a horizontal line.

Jonathan McLester, CPPO, CPPB
Procurement Supervisor

cc: Housing and Human Services



Florida's Space Coast

Purchasing Services
2725 Judge Fran Jamieson Way, Suite C303
Viera, FL 32940

Telephone (321) 617-7390
Facsimile (321) 617-7391

September 23, 2015

Mr. Joseph Steckler, President
Helping Seniors of Brevard
PO Box 372936
Satellite Beach, FL 32937
joesteckler@aol.com

RE: Results of Protest Meeting for RFP HHS 15-Community Based Organization (CBO) Funding

Dear Mr. Steckler:

As provided in the County's procedures for resolution of disputes and grievances a protest meeting was held on September 22, 2015 for the protest committee to consider the issues of your firm's protest of the intended award of CBO Funds and to provide you and any affected parties an opportunity to provide any comments concerning those issues. At this meeting all issues addressed by Helping Seniors of Brevard were heard and taken into consideration by the protest committee consisting of Mr. Frank Abbate, Assistant County Manager; Mr. Jerry Visco, Director of Human Resources; and Mr. John Denninghoff, Director of Public Works. The final determination was that Housing and Human Services, and the CAB members followed the approved process. The committee voted 3-0 to deny your protest and move forward with the award as intended.

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Sincerely,

A handwritten signature in black ink, appearing to read 'Jonathan McLester', is written over a horizontal line.

Jonathan McLester, CPPO, CPPB
Procurement Supervisor

cc: Housing and Human Services

VENDOR COMPLAINTS AND DISPUTES:

Brevard County encourages prompt and fair handling of all complaints and disputes with the business community. In order to resolve disputed matters in an equitable manner, the following procedures are adopted:

I. Posting of Award Notices

A. FORMAL SEALED BIDS/QUOTES: No later than three (3) business days after a bid opening the Purchasing Manager or his/her designee shall post a tabulation of competitive sealed bids/quotes on a bulletin board located in or near the Purchasing Services Office. The apparent low bidder/quote will be the intended award recommendation. If after posting the tabulation, the apparent low bidder/quote is found to be non-responsive to the specifications, the formal award evaluation will be posted. The time for filing a protest will begin the date of the later posting.

B. FORMAL SEALED PROPOSALS: No later than three (3) business days after the selection committee recommendations are finalized the Purchasing Manager or his/her designee shall post the selection committee's rankings and recommended award for Proposals.

II. Proceedings

A. Any Bidder, quoter or proposer who is allegedly aggrieved in connection with the solicitation or pending award of a contract must file a formal written protest with the Purchasing Manager within five (5) business days of the posted award recommendation.

B. The formal written protest shall reference the bid/quote/proposal number, and shall state with particularity the facts and laws upon which the protest is based, including full details of adverse affects and the relief sought.

C. Within seven (7) calendar days of receipt of the formal written protest the Purchasing Manager will arrange a meeting of the Protest Committee and the affected parties. The Protest Committee shall consist of two (2) Department Directors or designees, both of whom must be from an organizational group which the user department or group is not assigned; one (1) Assistant County Manager, who must be from an organizational group which the user department or group is not assigned under. The Purchasing Manager shall act as a non-voting Hearing Coordinator and the County Attorney or designee may be requested to attend as a non-voting member. The Purchasing Manager or designee record the meeting and provide any information as the committee may request. The purpose of the meeting of the Protest Committee is to provide an opportunity to: (1) review the basis of the protest, (2) evaluate the facts and merits of the Proposal protest, and (3) if possible, to reach a resolution of the protest that is acceptable to the affected parties. For the purpose of the Protest Committee hearing, resolution shall mean that the Protestor finds the decision of the Protest Committee acceptable.

D. In the event the matter is not resolved with the Protestor's acceptance of the Protest Committee's decision, the Purchasing Manager will schedule the recommended award including the details of the protest and the Protest Committee's recommendation before the Board of County Commissioners via Board Agenda. The County Manager, prior to approval and placement on the Board agenda, may elect to resolve the matter before presentation to the Board. In the event that the County Manager cannot bring the matter to resolution, a copy of the Agenda Report shall be furnished immediately to all affected parties. The affected parties may appear before the Board of County Commissioners as a final means of administrative remedy.

III. Stay of Procurements During Protests

Failure to observe any or all of the above procedures shall constitute a waiver the right to protest a contract award. In the event of a timely protest under the procedure, the County shall not proceed further with solicitation or with the award until a recommendation is made by the Committee, or a written determination is made by the County Manager that the award must be made without delay in order to protect the public interest. Invoice disputes between an awarded vendor and user agency will follow the guidelines set forth in AO-33, Prompt Payment of Invoices.



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Phone: 321-473-7770 | Email: info@HelpingSeniorsofBrevard.org

STATEMENT FOR THE CBO PROTEST MEETING

We appreciated the opportunity to participate in the CBO Protest of Award Meeting that was held September 22 2015.

As per my letter of September 24, 2015, I requested an appeal of that meeting, as outlined in that letter. We appreciate and believe, very much, that Brevard County shares our interest in providing a fair and impartial hearing on the Helping Seniors' grant application. Thank-you for your time today.

As you know, in my request, I outlined my concern that the original Protest Procedure was flawed due to information parity issues.

I had filed our protest in a timely fashion but it did become evident that the panel who was charged with reviewing the matter had received a prior response from the Housing and Human Services Department, which they had read and become familiar with, although we never received any copy of such documents and were not even aware these were being circulated.

I believe this severely degraded the impartiality of the protest procedure because the Reviewing Committee had access to information highly relevant to our Protest – in advance - but for which we were never given any opportunity to review or participate nor prepare a rebuttal for in discussion of.

Mr. Golden's Sept 9 2015 email set the time and location of the Protest Meeting in a one page letter – see Exhibit B – but he did not provide any additional information that would have



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assisted us in attending the meeting on the same parity, informationally, as those representing HHS and those judging.

Following my appeal request, Mr. Rothering kindly offered, in his September 30th letter, an additional opportunity to present our protest to a Protest Committee. With his letter, he did provide us a copy, for the first time, of Mr. Ian Golden's September 17, 2015 correspondence, outlining the Housing and Human Services department position.

By circulating this document to all participants of the Protest Committee in advance of the initial meeting, the Members of the Committee (who we understand are supposed to be impartially reviewing the Protest to assure an equitable process) were able to read the HHS position and then form opinions about Helping Seniors position.

All of this without our even being aware such a document was being circulated and without an opportunity to develop and present appropriate responses for the Protest Committee Meeting. As such, Mr. Golding seemingly created an "ex-parte" kind of advantage would not normally be permitted in the interest of impartiality by the Protest Committee.

Having had an opportunity, now, to have reviewed his material, I would like to address his points directly:

"Funds awarded to a Non-Profit Based in Orlando"

Mr. Golden cited his response to our concern of an out-of-area organization award to Big Brother/Big Sisters.

Our position remains that the Brevard County CBO Program Application Notice to Potential Applicants specifically states:



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“The BOCC is interested in funding a wide range of services for the residents of Brevard County.”

Terms and Conditions paragraph 2 states “Applications may be made only by the governing bodies of 501(c)(3), not-for-profit organizations and public agencies. This program is not a pass through grant program. The applicant will be legally, administratively, and fiscally responsible for the grant.”

Terms and Conditions paragraph 3 states “Providers of services must be in compliance with all city, county, state licensing and/or accreditation/certification and regulatory requirements.”

Exhibit “A” outlines a current GOOGLE search for “Big Brothers Big Sisters Melbourne FL” which yields only one result for a local entity - whose phone number “is no longer in service” when called.

The Big Brothers Big Sisters website specifically provides all contact information as requiring a (407) area code call, which, by definition, would be a toll call for many in Brevard’s (321) area code. This is particularly harmful for those with least resources for whom a toll-call presents a financial obstacle.

If the argument is that services are provided locally, it remains unclear how an Orlando-based organization can provide local access to local mentoring programs, other than as a pass-through organization, prohibited by the County’s own rules, without a definitive way for interested participants to contact the organization locally – either in person, or by telephone locally.



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“Amount of Funding Awarded to Aging Matters”

Mr. Golden’s second point concerns the amount of funding awarded to Aging Matters and he cites different figures than available in the publicly available Annual Report.

The only data available to us – at any time during the process - comes directly from the Annual Report of Aging Matters and its related IRS 990 forms.

Mr. Golden’s September 17th letter references that he accessed Financial Statements included in the Aging Matters presentation that purport to show a different “overhead” calculation but he does not present any documentation to corroborate this to the Protest Committee.

I suggested that the majority grantee of the Brevard County Award Process achieved its award while demonstrating what appears to be a 70% overhead to services ratio, from publicly available data, and this may be substantiated by simply reviewing the publicly available documentation.

A Housing and Human Services Department representative countered, in the initial Protest Committee meeting, that the paperwork she reviewed showed a 12% overhead to services ratio. Without the transparency of allowing us (or the Protest Committee) to analyze those data sets, in a “discovery” process, it would appear that any outside organization is at a severe disadvantage, in an appeal process, to those holding the “inside” information.

Furthermore, what is also relevant was the CAB question, asked at the initial Hearings, as to why the increase in benefits and salaries were needed in order to provide services that are



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in direct competition with those widely available through tax-paying for-profit organizations within our County.

“Funds Granted to a Sectarian Organization”

In point #3, Mr. Golden addresses our concern that funds would be granted to a sectarian organization. We have, as noted in our Sept 24th letter to Mr. McLester, with copy to Mr. Golden, acknowledged the discussion presented that the Award granted to the Ambassador Christian Mentoring of Merritt Island, a religious organization, will be used, and monitored, so that it meets the guidelines prescribed in accordance with the Health and Human Services Health Resources and Service Administration guidance. Therefore, and presuming full compliance by that organization, and a proper post-expenditure review by the County, we withdraw this objection.

“Flawed Process”

On the next point, Mr. Golden next tries to mitigate our concern that the process was flawed.

He cites that all agencies were asked to participate in training sessions prior to the “funding cycle.” What Mr. Golden does not address is that the rules were changed AFTER the RFP had been publicly disseminated but BEFORE these training sessions were announced.

One of my key issues is that the Grant process was changed AFTER the Grant submission deadline and then not in writing.

The Helping Seniors of Brevard position is that the history and procedure of the Brevard County CBO Grant Approval process



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has uniquely required a presentation to those voting on the proposals and, consequently, entered the RFP process with the intention of making its formal presentation to the Community Action Board at the appropriate time. This process was changed arbitrarily, and not in writing and after the fact.

Therefore, it was inconsistent with the Brevard County Board of County Commissioners own rules as presented in the RFP and consequently, Helping Seniors of Brevard opportunity to compete effectively for funding, as contemplated, was obfuscated.

The Brevard County CBO Request for Proposals package, dated April 28, 2015, clearly states on page 4: "The Brevard County Housing and Human Services Department will be accepting funding applications from May 28, 2015, through June 30, 2015." Helping Seniors of Brevard Grant Proposal was timely filed prior to the June 30, 2015 deadline.

The package's included Brevard County CBO Program Application Notice to Potential Applicants specifically states, in Paragraph 12:

"12. Any interpretation, clarification, correction, or change to the Request for Proposal will be made by written addendum issued by the Brevard County Housing and Human Services Department. Any oral or other type of communication concerning the Request for Proposal shall not be binding."

On August 12, 2015, I received an email (see Exhibit C) from Brenda Becker, 43 days AFTER the Filing Deadline, stating that the evaluation process would change.



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The specific language in her email reads: "This year, the Community Action Board voted not to have the agencies do presentations."

This change was not communicated to participants PRIOR to submission deadlines, nor in writing at any time, other than in an informal email 6 weeks after-the-fact of the submission deadline – clearly violating the intent of Rule #12.

Again, we respectfully point out that the rules were seemingly changed, inappropriately, after the fact. With proper information, we may have structured our written materials differently had we known no presentation was to be allowed.

In the initial Protest Meeting, there was a discussion that this information was communicated orally in the "training sessions" and, in fact, one HHS representative tried to make reference to a slide presented that said "Presentation not Required." I would respectfully like to remind that "Presentation Not Required" is a completely different standard than "Presentation Not Permitted."

Mr. Golden also, in his advance Memo to Protest Committee judges, suggested there is a scoring process "used for several years". In fact, I acknowledge there is a published scoring process but note there is not a consistent funding process that is made known to agencies in advance of their application. What I observed was a roundtable discussion on the amount to award and what percentages to use for funding. A comment was made to fund at 57 percent by one staff member, but a different staff member stated that amount was too low to recommend to the Board of Commissioners.



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"Some CAB Members Never Looked at Grants"

On the next point, Mr. Golden goes on to try to discredit our concern that CAB members did not look at the grants stating "this is a generalization based upon speculation and opinion."

I was merely reporting observationally there is a lengthy score sheet to be used and that my comment was based on the fact that I personally watched one CAB member score 15 grants without ever looking at his grant book or what might have been a previously graded form. Failure to review each grant without agency presentation did in fact preclude organizations from fairly presenting their cases.

"Presentations Not Allowed"

Mr. Golden next states, in reference to our concern that applicant agencies were not afforded time to present at the hearing, that "This year the Advisory Board voted not to have agency presentation" and uses that to waive off saying this is not an issue of due process.

The Program Application package specifically states, in Paragraph 12, that any interpretation, clarification, correction, or change to the Request for Proposal will be made by written addendum and goes on to specifically note that any oral or other type of communication concerning the Request for Proposal shall not be binding."

So, again, we respectfully point out that the rules were seemingly changed, inappropriately, after the fact. We may have structured our written materials differently had we known presentations were not allowed. And, as noted before,



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Phone: 321-473-7770 | Email: info@HelpingSeniorsofBrevard.org

“Presentation not Required” is different than “Presentation not Permitted.”

“Senior Services Given a High Priority”

Mr. Golden then goes on to suggest that “Senior Services” was given a high priority, per the RFP, although numerically, from the 2015-2016 CBO Funding Recommendations worksheet provided to the Protest Committee, clearly only 17.6% of funding went to Senior issues (and all to one organization), despite Adults 65+ representing nearly 1 in 4 Brevard County citizens.

Our argument has been, and remains, that information and education are a “top need” of Seniors – as evidenced in the 2015 Seniors Needs Survey conducted throughout Brevard County by Helping Seniors of Brevard.

Mr. Golden then states that HHS “is not aware of or (has) been given a copy of the document which was “delivered to the Commissioners” which apparently indicated information and education as a “top need.”

Mr. Golden only need to verify with Mr. Pat Woodward, Legislative Aid for Commissioner Curt Smith, that a copy of these survey results, together with a draft outline for a County-Wide Aging Plan, that he did deliver this information to HHS on August 6th 2015. (See copy attached as Exhibit D).

HHS staff has never conducted a public survey to determine senior needs. There is no written aging plan with objectives, goals and generally observed plan requirements. The surveys obtained by the Helping Seniors Advocacy Council represent the work of volunteers who want to ensure that current senior needs are made known. These surveys have been offered,



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Phone: 321-473-7770 | Email: info@HelpingSeniorsofBrevard.org

and were delivered to Housing and Human Services staff, via Commissioner Brown's Office staff as noted above.

"HHS regards this CBO as one of our most fair and balanced"

Mr. Golden wraps up his memo with statements like "this year's process" was one of the most fair and balanced - "the best ever utilized" - although, clearly as noted above, it becomes difficult for us to agree prima-facie with his self-assessment.

We do recognize that the RFP contains a list of priority service areas. This has never been contested. What is contested is the way the process has been accomplished, a protest hearing done without all parties having access to utilized information and a process change which could have adversely affected the process outcome. It is recommended that the entire process be reviewed, changes made to ensure an impartial outcome, and with a different judging body.

The intent of our protest was to point out inconsistencies in the current process, changes that were made without warning, and an attempted defense of the process by reference to items contained in the RFP that are invalid or even unlawful.

I have cited instances wherein Housing and Human Services staff acted in conflict with established practices, did not determine why some agencies costs were excessive, and changed long standing methods after the fact. To me, these acts do not constitute good practices or stewardship of public funds.



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The relief sought is that a fair and impartial hearing on CBO and CDBG applications be developed and consideration to adjudicating the current process before any awards are made on funding. We believe we remain a strong candidate for such funding.

Thank you for your consideration.

Sincerely,

Joe Steckler
President
Helping Seniors of Brevard.

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We are here to start something

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We're here to help

Need to get in touch with us? At Big Brothers Big Sisters, there's always a way to get more information or your questions answered.

Contact Us

Big Brothers Big Sisters of Central Florida
807 S. Orlando Avenue, Suite R
Winter Park, FL 32789

407-478-2996 - phone
407-478-2999 - fax

info@bbbscf.org - email

[Find out more about volunteering »](#)
[Find out more about enrolling a child »](#)
[Find out more about donating »](#)
[Read our Big Brother FAQs »](#)
[Read our Big Sister FAQs »](#)

Staff Directory:

Mike Andriano
Executive Director
Mandriano@bbbscf.org or Ext. 111

Tanesha McDonald
Client Enrollment Supervisor
Tanesha@bbbscf.org or Ext. 114

HOUSING & HUMAN SERVICES DEPARTMENT
2725 Judge Fran Jamieson Way, Bldg. B, Rm. 106
Viera, Florida 32940

Telephone: (321) 633-2007
FAX: (321) 633-2026



September 9, 2015

Mr. Joseph L. Steckler
Helping Seniors of Brevard
P.O. Box 372936
Satellite Beach, FL 32937

RE: Protest of award of Community Based Organization funding under RFP HHS 15-CBO

Dear Mr. Steckler:

We are in receipt of your protest letter. We will be utilizing the Purchasing Department's Protest Procedure to remove any potential for conflict from the process. This designates the Assistant County Manager and two (2) Department Directors from another organizational group as the Protest Committee. If you dispute this change and wish to utilize the Protest Procedure contained in RFP HHS 15-CBO, we must receive such request by September 15, 2015.

Your protest of award has been placed on the agenda of a Protest Committee meeting scheduled for Tuesday, September 22, 2015 @ 2:00 p.m. at the Viera Government Center, Bldg. B, 1st Floor, Room B-101 (Magnolia Room).

If you have any questions, please contact me at (321) 633-2007.

Sincerely,

Ian Golden, Director
Housing and Human Services Department

10/30/2015

Gmail - CBO info

Exhibit C



CBO info

1 message

JOESTECKLER@aol.com <JOESTECKLER@aol.com>

Wed, Sep 23, 2015 at 1:16 PM

To: kenyfink@tygmedia.com

Kerry,

The official deadline for submitting the grant was 30 June, 2015. the notice sent out, as you see here that changed the process was in fact sent out after the grant was submitted.

Joe

From: Brenda.B ecker@brevardcounty.us
To: MDillman@agingmattersbrevard.org, Cindyf@agingmattersbrevard.org, lcaofmerrittisland@gmail.com, lcaofmerrittisland@gmail.com, spacecoast-ED@amikids.org, SCMIBM@amikids.org, spacecoast-BM@amikids.org, mandriano@bbbscf.org, brittany@bbbscf.org, dviger@brevardalz.org, jmiller@brevardalz.org, dcooke@mybridges.org, diiulio@mybridges.org, dbrubaker@sharingcenter.org, cblair@cditeam.org, njackson@brevardehs.org, barbiethrower@ctcbrevard.org, lori.parsons@fccbrevard.org, joesteckler@aol.com, lohorg@fdn.com, angel_calderon@uss.sa1vationarmy .org, Cindy_Mitchell@uss.sa1vationarmy .org, diane.b omberger@uss .salvationarmy .org, angel.calderon@uss.sa1vationarmy. org, cindy.m ithel l@uss. salvationarmy .org, diane_bomberger@uss.sa1vationarmy .org, jilldunham@sccil.net, jgessler@ womenscenterinbrevard.org, skiley@womenscenterinbrevard.org
Sent: 8/12/2015 3:18:15 P.M. Eastern Daylight Time
Subj: CBO Recommendations Meeting

Good Afternoon,

Please mark your calendars/

We will be having our **CBO Recommendations meeting on August 25, 2015. scheduled from 9:00 a.m. - 4:00 p.m., in the Florida Room. Bldg. C., an! Floor. Viera Government Center.**

Attached please find the Agenda for your review.

This year the Community Action Board voted not to have the agencies do presentations; however, agencies **must be in attendance** to answer questions that the Board may have during the review/scoring process.

<https://mail.google.com/mail/ca/u/0/?ui=2&ik-feb922683d&view-pt&q-BRENDA%20BECKER&qs=true&search-query&th=14ffb347d6206fa5&siml=14ffb347d...>

1/2

10/30/2015

Gmail - CBO info

Lunch will be provided.

Please RSVP ASAP to confirm your attendance. If you plan to participate in the luncheon, please provide us with the number of attendees.

If you have any questions or concerns, please don't hesitate to contact me.

Thank you

Brenda Becker, Contract Administrator
Brevard County Housing & Human Services Dept.
2725 Judge Fran Jamieson Way, Bldg. B-106
Viera, FL 32940
Phone: (321) 633-2076
Fax: (321) 633-2170
Email: brenda.becker@brevardcounty.us

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July 23, 2015

Helping Seniors of

Exhibit D

Brevard County, Inc.

Board of Directors

Officers

Joseph L. Steckler
President
Elder Advocate

John Harper
Vice President
WMEL Radio

Edward Fleis
Treasurer
Monarch Homes, LLC

Jennifer Helin
Secretary
Seniors Helping Seniors
Southern Brevard

Directors

Stacey Clark, RN
The Fountains of Melbourne

Beth Courtney
Courtney & Braswell Financial
Group

Nancy T. Deardorff
Registered Nurse

Jacquie Esterline
Levin HomeCare Nurse
Registry

Brooke Deratany Goldfarb
Peaceful Beach Mediation

Pastor Sergio Reyes
Calvary Baptist Church

Helping Seniors Media Programs

TV shows on ch. 199:
Wed 8:30 AM & Fri 8 AM
ch. 49: Mon 7 PM, Tues
6:30 PM & Thurs 7:30 PM

District 1 Commissioner Robin Fisher, Chair
Brevard County Board of County Commissioners
400 South Street, Suite 1-A
Titusville, Florida 32780

Dear Commissioner Fisher,

It is my pleasure to forward to you the enclosed work of the Senior Advocacy Council, an adjunct committee of Helping Seniors of Brevard County. Helping Seniors is a 501(c)3 organization whose mission is to educate, inform and connect seniors and those who care for them to vital elder care resources.

This report underscores our urgent need as a county to develop an aging plan that will support the many elders who need services. It was compiled by a volunteer council of forty diverse and concerned seniors in Brevard County based on analysis of data gathered from several hundred senior surveys (see attached).

This effort is a starting point. Ultimately, the development of an aging plan would come under the purview of the Brevard County Commissioners, the Department of Housing and Human Services, and the Commission on Aging.

Helping Seniors is very interested in and is capable of playing a major role in the plan's development. Appropriate resources are needed to assist in developing and managing this effort, and we envision that Helping Seniors, with its established outreach media marketing, would serve as a community partner.

We thank you in advance for your leadership in this important endeavor. We look forward to assisting in the development of this plan and will contact each of your staffs.

Sincerely,

Joe Steckler
President

News



Helping Seniors of Brevard County, Inc.
Senior Advocacy Council
Advocacy Plan
2015-2020

A. Introduction

Helping Seniors of Brevard, a nonprofit 501(c)3 corporation, was created to educate seniors, raise awareness of available programs, and connect seniors to existing resources to address their needs and help them age with dignity.

The Senior Advocacy Council is a volunteer committee that functions under the authority of the Board of Directors of Helping Seniors of Brevard. The head of the Council is the President of the Helping Seniors Board of Directors. The Council was formed to promote planning and funding for senior needs in Brevard County, Florida, and help develop a Brevard County Aging Plan. There currently exists a void in the community concerning retrieval and assembly of information depicting the needs of seniors. No organization has taken the lead in conducting an on-going, comprehensive survey of senior concerns.

Demographics ~

Florida has the highest percentage of seniors in the country, while Brevard has the 7th highest percentage of elders in the state. The elderly in Brevard represent

22.1% of the population or 121,732 individuals, with poverty rates as high as 15% among seniors in certain areas of the county. Using the AARP 50+ guideline, seniors represent nearly 1 in 2 people in Brevard, yet the county has no aging plan and only 0.001 percent of its budget directly helps seniors. Fluctuations in accessibility of state and federal care dollars exacerbate the

problem. Lack of insurance and changes to the health care system guarantee the growth of financial insecurity.

In Brevard County there are many low-income seniors who “fall between the cracks” or who feel left behind by technology and unable to navigate sources of assistance. About 6,500 seniors in Brevard are food insecure, while there are close to 80,000 people between 55-64 who do not yet qualify for Social Security and Medicare assistance. Of the county's total Medicare population, 19.5 percent is below 150 percent federal poverty level. In addition, 56.33 percent of the total low-income Medicare population in Brevard has a disability or difficulty of some kind, with nearly half of these listing an ambulatory disability. This underscores the challenges many seniors face in accessing resources.

Economic Impact ~

Seniors contribute to the economy both through the jobs they do as skilled and experienced workers and through the jobs they create via elder care services. For instance, when the rental retirement community Sonata at Melbourne opened in 2012, it brought nearly 100 new jobs to Melbourne and net a 2.3 million dollar positive economic impact to Brevard County, according to the Economic Development Commission of Florida's Space Coast.

B. Mission and Vision

Mission ~

The mission of the Senior Advocacy Council is to advocate for the needs of seniors as identified by the seniors themselves in Brevard County, Florida.

Vision ~

The vision of the Senior Advocacy Council is the development and acceptance of a county-wide aging plan that identifies, to the extent possible, information,

education and access to resources necessary for the elderly to age in place in a stress free environment, as they desire.

C. Goals of the Senior Advocacy Council

- Promote development of a Brevard County Aging Plan.
- Promote development of a Brevard County Commission on Aging that is funded and staffed to develop and monitor a Brevard County Aging Plan.
- Increase overall funding for senior care needs.
- Cause continuous monitoring of senior needs by the Brevard County Commission on Aging.
- As part of the Brevard County Aging Plan, identify the key players in the aging care network and promote the responsibilities of each.
- As part of the Brevard County Aging Plan, set up a group within the Housing and Human Services Department to act as a monitoring and coordinating agency for all county sponsored elder care providers.
- Ensure that all senior programs and benefits are successfully communicated to the senior population.

D. Brevard County Aging Plan

We recommend that the following items be included in the Brevard County Aging Plan. By achieving the identified goals, with appropriate objectives and strategies to implement each goal, we believe the quality of life will be enhanced for all seniors in Brevard County and allow more people to age in place with dignity. We have identified Goals 1 and 9 as sample goals with objective, strategies and outcomes as a way of developing the overall plan.

GOAL 1. Establish viable Brevard County Commission on Aging and staff support.

Objective: Develop an active and enhanced Commission on Aging under the direction of the Brevard County Housing and Human Services Department to advocate for seniors.

Strategies: Recruit Senior Advocacy Council members that represent care systems for older adults, service providers, and citizens from various geographic areas of the county, to include appointees of each Brevard County Commissioner.

Communicate regularly with public officials to inform them of elder issues.

Develop elder awareness events during May (Older Americans Month).

Facilitate stakeholder discussions; collaborate with county/municipalities to develop a supporting legislative agenda.

Develop staff plan to ensure aging plan goals are accomplished.

Outcome: Brevard County Aging Plan that will benefit elders and those who care for them.

GOAL 2. Identify funding to support senior needs.

GOAL 3. Develop countywide transportation system (senior passes for discounts).

GOAL 4. Develop plan to assist single citizen loneliness.

GOAL 5. Establish respite program.

GOAL 6. Establish home repair capability.

GOAL 7. Develop protection against senior abuse.

GOAL 8. Develop plan to access medical and dental care.

GOAL 9. Establish countywide single source referral and information network.

Objective:

Establish countywide network of education, information and services available to seniors and those who care for them.

Strategies:

Survey senior population via print / online sources to determine needs.

Expand and update available resource information in county assistance networks.

Seek grants and in-kind contributions to fund billboards, bus signage, and other marketing venues.

Use web sites of county and municipalities to raise awareness.

Use billboards, newspaper, television, and radio for public service announcements.

Use faith-based newsletters/bulletins for outreach.

Utilize existing nonprofit organizations, performing awareness outreach, as a program source upon which to build.

Outcome: Citizens of Brevard County will be more aware of available resources.

GOAL 10. Build affordable housing.

E. Need for Advocacy Plan

It is the opinion of the Senior Advocacy Council that aging needs in Brevard County are not being met. We believe that the Brevard County Board of County Commissioners needs to take a proactive role in identifying the needs of seniors and addressing those needs on a continuing basis. This would include the allocation of adequate funding in the annual county budget to meet senior needs. It is no longer sufficient to base development of the budget on property ownership; rather, it becomes imperative to use all relevant living factors to develop a budget proportional to the needs of all citizens. It is not necessary that the process be complicated or require an excessive amount of time to prepare. Brevard County is an aging community; therefore, a plan to adjudicate those needs is required.

F. Senior Advocacy Council Recommendation

After reviewing the results of a survey that we conducted, we have arrived at the conclusions contained in this document. We recommend that the Brevard County Board of County Commissioners take action commensurate with the actions specified in this document, along with others to be developed by the Brevard County Commission on Aging, to develop a meaningful aging plan that meets the needs of the senior citizens of Brevard County.

G. Summary

We have intended that this document be informative and representative of the views, needs, and recommendations of the senior citizens of Brevard County and of this Senior Advocacy Council. It reflects the views expressed in the documents and statements we have received during the preparation of this paper. While not a completely definitive document, this paper does show that attention to the needs of senior citizens is both needed and timely. It is our wish that all Commissioners will take note of the work of this small group, for it is well intended and indicative of the needs of the many seniors who live in Brevard and pay taxes. Moreover, it is imperative that the needs of people be addressed in a community that is aging.



571 Haverty Court - Suite W - Rockledge FL 32955
Phone 321-473-7770 | info@HelpingSeniorsofBrevard
www.HelpingSeniorsofBrevard.org

Summary of Helping Seniors 2015 Brevard County Senior Needs Survey Based on 259 Responses

Most Pressing Needs

- **17% report needing better access to Information on Aging**
- **17% report needing help with Finances and Managing Bills**
- **12% report “Health” related items as most pressing needs**
- **9% report needing help with Caregiving/Caregivers**
- **8% report needing Affordable Housing as their 1st need**
- **8% described “isolation” and “feeling alone” as issues**
- **8% report needing help with Medical Care as 1st need**
- **5% report need for more/better Social Activities**

HOW IMPORTANT IS AFFORDABLE HOUSING IN BREVARD COUNTY?

- **96% report this as Very Important or Somewhat Important. (83% Very Important)**

SHOULD BREVARD COUNTY BUDGET MORE MONEY TOWARDS SENIOR NEEDS?

- **95% report this as Very Important or Somewhat Important. (76% Very Important)**

DO YOU THINK BREVARD COUNTY SHOULD HAVE A WRITTEN AGING PLAN FOR SENIORS?

- **87% report this as Very Important or Somewhat Important (63% Very Important)**

DO YOU THINK THERE SHOULD BE A PRIVATE ENDOWMENT FUND TO HELP SENIORS THAT CANNOT AFFORD SERVICES?

- 91% report this as Very Important or Somewhat Important (69% Very Important)

Page 1 of 2



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WOULD YOU READ SENIOR PLANS IF THEY WERE READILY AVAILABLE VERSUS JUST BY WORD OF MOUTH?

- 92% report this as Very Important or Somewhat Important (73% Very Important)

WOULD YOU READ A WEEKLY SENIOR COLUMN?

- 92% say "Yes, they would read a weekly Senior Column."

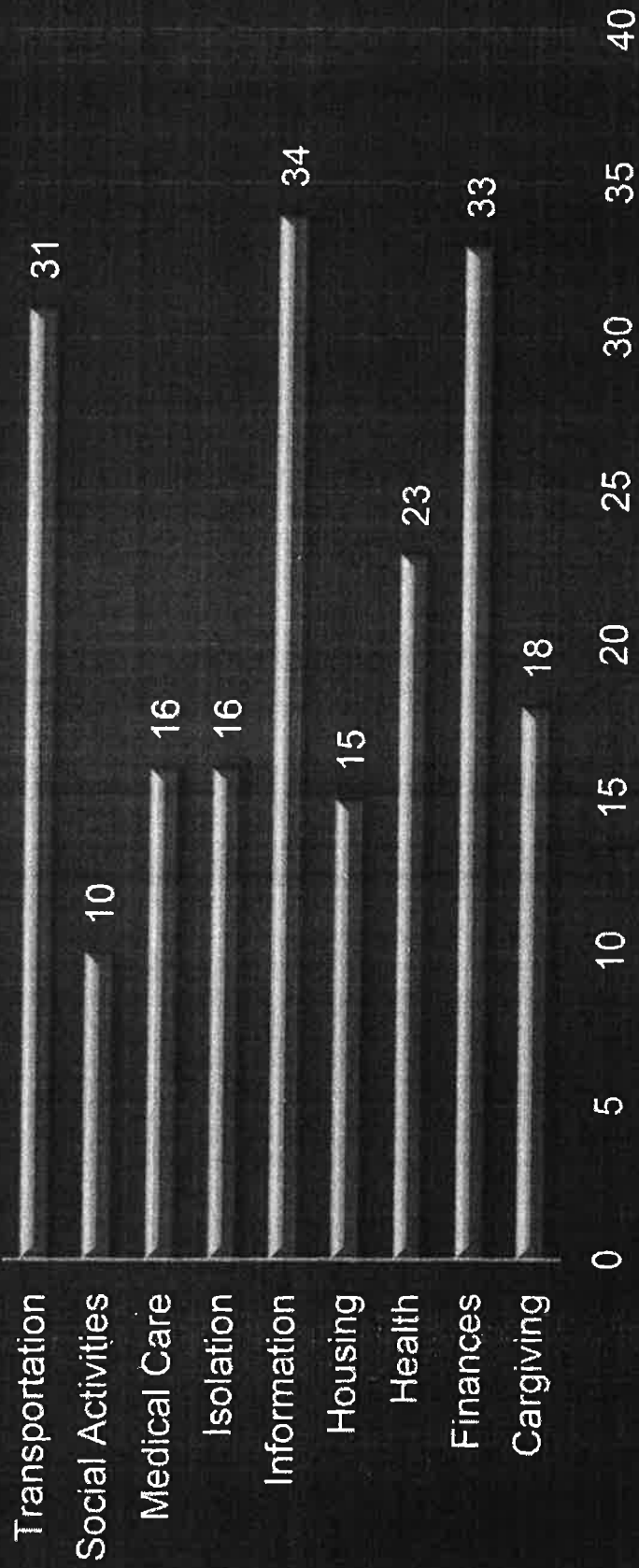
SHOULD OUR VARIOUS MUNICIPALITIES BE SUPPORTING SENIORS?

- 97% say "Yes, they should."

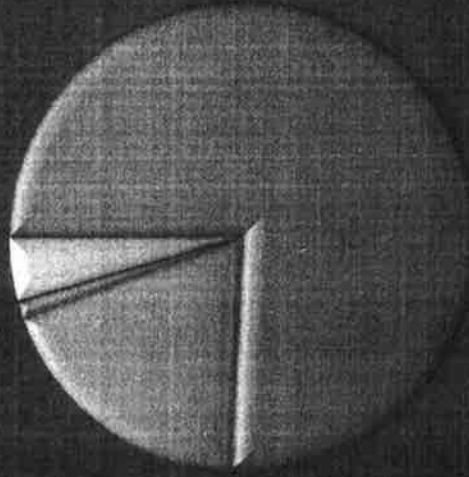
WOULD YOU LIKE TO BE A SENIOR ADVOCATE?

- 67% are agreeable to volunteering to join as a Senior Advocate.

Most Important Challenge

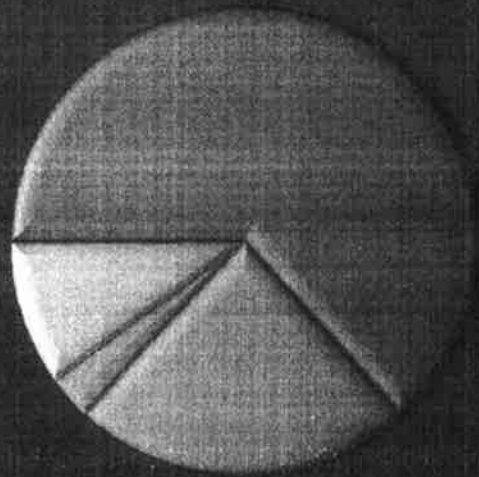


Should Brevard County Budget More towards Senior Needs



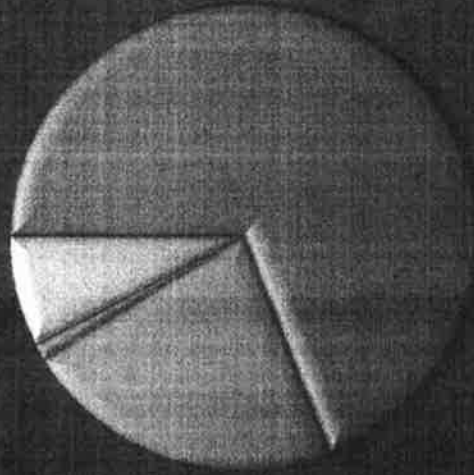
© 2010 Brevard County, Florida. All rights reserved. For more information, visit www.brevardcountypa.gov

Does our County Need a Written Aging Plan?

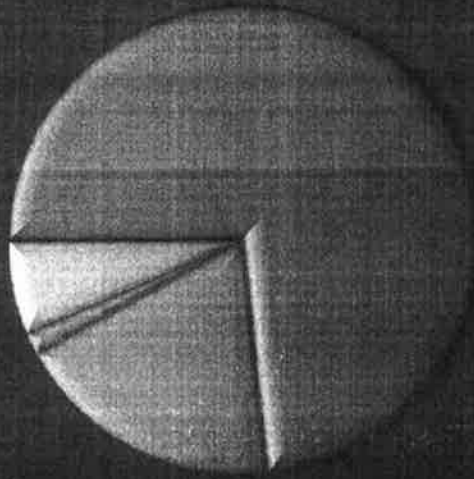


Need a Private Endowment Fund to Help Seniors?

Don't Know



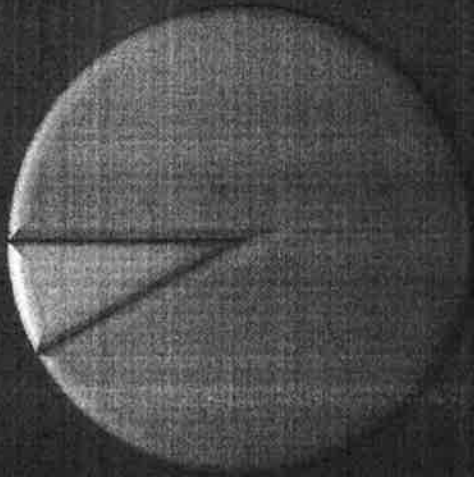
Would you read written Senior Plans if readily available?



▶ [View the full report](#) | [Download the report](#) | [Contact us](#) | [Privacy policy](#)

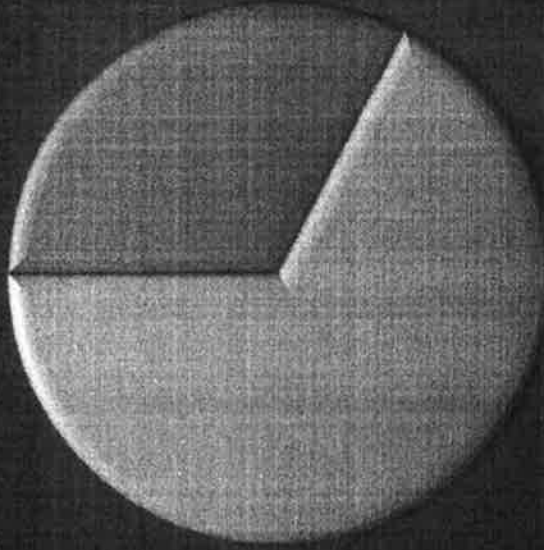
Would You Read a Weekly Column on Senior Issues?

—



▼ Yes ▼ No

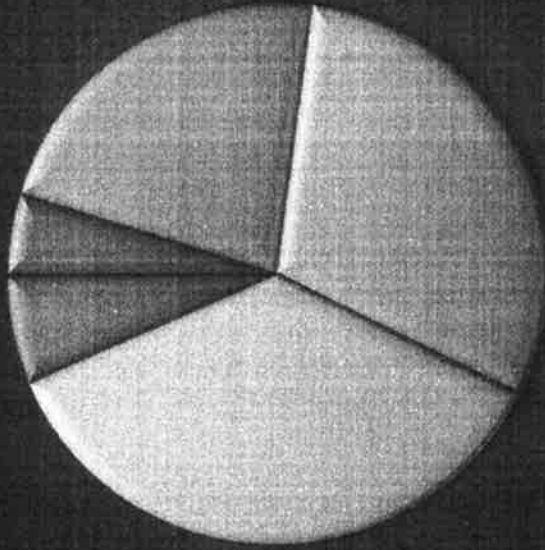
Want to be a Senior Advocate?



▼ Yes ▼ No

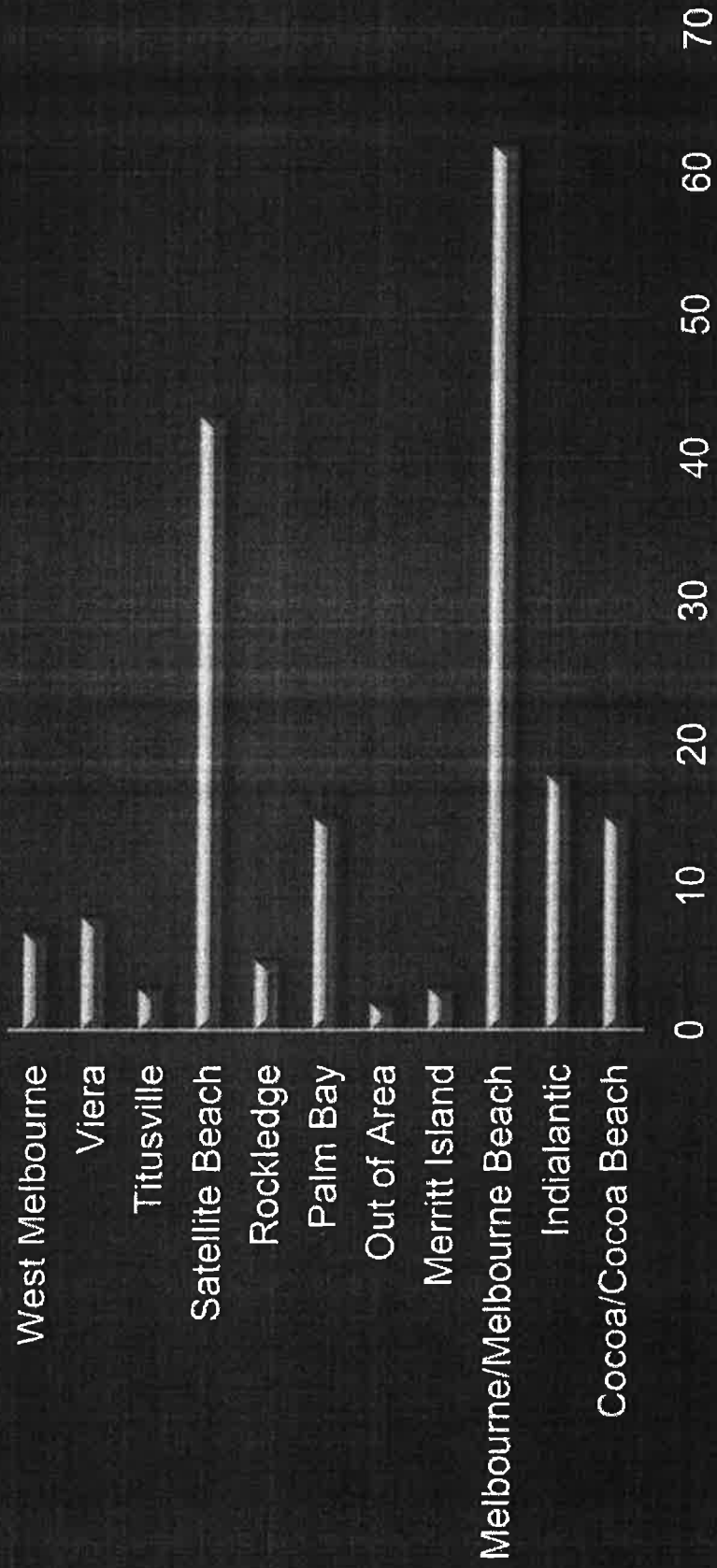
Age of Respondents

Under 55



Under 55 55-64 65-74 75-84 85+

Location of Respondents



Finances due to having an adult child to support
Meeting personal physical demands/requirements and those of a caregiver
Need a break for self -very exhausting husband 16 yr
Reasonable cost for respite care
caretaker taking advantage
My challenge would be if I won't be able to afford the cost of someone to take care of me
Assistance living care
They be supported and given help
As a senior-caught in the middle when needing repairs & renovating to our home. Limited income & don't want 10 + year loan. Also, have mentally-challenged brother-in-law that lives with us. #3-what would a written aging plan for seniors consist of? ##5-in common laymen's terms not legal #8 I do when situations arise @ church or community. Zip 32955, Age: 64-Put info if needed for further contact not contest.
caring for aging parent out of state
reprieve for caregiving
trying to get someone to do little jobs around the house that I am HAVING a hard time with.
daily care of a loved one,alone ,or with limited finances without assistance ...it's terrifying to imagine this happening us very soon.
someone to care for me as I age
right now staying well and alert to needs of my care receivers,church and others
As a caregiver, the hardest is convincing family members that their senior relative needs updated equipment or household items
being a caregiver, my challenges are finding out what is available for my mother.
having people do some of the things we used to do routinely but cannot anymore owing to age /or infirmities (mowing,weeding,gardening,driving,shopping etc)
Because there a lot of seniors citizens in this world ,who live on a fixed income or on Social SECURITY ,which I have to stretch until the end of the month an it is hard.Me I love helping the elderly
living within limited income when there are constant unexpected expenses

Most Pressing Need

Property tax and Homeowner insurance and having only one income rising costs, and food, clothing housing
Financial
Keeping up with bills
Paying bills on social security with no savings or partner. Also help with repairs on home
Continue to live on fixed income without large cost of living increases

Representation, ie; knock-off taxing my social security payment. I can understand the tax logic but govt. made big time interest on the fica fees collected over 38 years of payment, while not allowing me the option to manage my saving program. PT work
That my money saved will last to my death
not enough money, transportation, if I stop driving
making ends meet on their income, some live on ss only, also getting to doctor's appt.
being able to stay in my own home, repairs
having enough money to get through the month
I am now 51 and the years go by it seems, I have hypertension and am on medication it would be nice to have a place to call home PLEASANT AFFORDABLE HOUSING(I AM A SINGLE MALE)
to continue being self sufficient as best they can
working till I leave this earth, to keep up with the outrageous prices of daily living.
food prices constantly going up and having no money at the end of the month
finding part time work
financial concerns, and assisted living for a friend.
having and being able to afford health and dental plans
cost to live day to day and cost of unexpected expenditures.
muddling through the transition from private insurance into medicaid
home care covered with insurance
Finding the resources for my friends that are not able to, make ends meet

Most Pressing Need

funding when there is a need and no funding available
SATELLITE BEACH takes seniors seriously also the lifetime -in-same place concept .Planning ahead is vital .Securing funds in tight times is critical but very difficult.
to answer a lot to these questions I would need more information into the situation.
being able to have ss benefits stretch to pay bills tha tare getting bigger every year ie food,rent,etc.
financial assistance is allocated towards those who are really not qualified. T he florida state I slimited ie no state income tax and the which is available does not reach the right citizens.
ITS GETTING HARDER EVERY DAY to deal with daily rising costs.WE rarely get a raise in ss or pesnions.Why not help us wh helped make this country great and stop paying illegals ss for breaking the law and breaking into our country.
too many seniors in need of help and do not know where to find the help.SENIORS NEED HELP NOW!!!!!! Waiting lists are killers
I am 93 yrs old and nobody is guaranteed that they will live tomorrow
exhaustion
Dealing with aches and pains ,doctor's appts and prescriptions daily exercise
Staying healthy & active and motivated
Staying alive, having access to help for all, not just the so call-poor
I am 73 at this time, life is not a challenge
Keep a physical and mental health T.V.
Keeping healthy, to keep going, to age in a good way
Seniors believing the world owes them something or believing that they are too old
Aging
Aging
I have challenges yet
Health issues
helping
help and people support

Most Pressing Need

that they be informed to think about their aging while they are still young and think about it and save so they can afford living in later years
patience
health and finances
preventive health services (and I don't mean screenings)that only tell you what you already have.I mean REAL health education to PREVENT sickness,accidnets,and chronic diseases.
dementia
staying healthy by eating properly,exercising and getting enough sleep
staying healthy and independent
quality of life-independence
affordable housing on a fixed income
Housing, food & medicine
job, housing and medical care
making ends meet, not enough income to make it through a month, affordable housing
job,housing and medical care.
I becoming of ageand pay high rent when I cannot afford it any longer I fear where I will be able to afford living in satellite beach.
being able to stay in their own home
70 years old no family and low income where will I go live?
home maintenance/
they are able to stay in their own home with affordable assistance
affordable living,there shoud be discounts for seniors from brighthouse,rents,florida power and light and water seniors above theage o f90 years old should not be driving a vehicle
as safe ,affordable place to live
affordable safe living arrangements
ability to remain in and be cared for if necessary in our own home and rule property.
affordable rentand utilities included

Information
obtaining accurate and trustworthy & affordable medical info to select the best course of action to take
getting accurate honest and affordable medical information to select my best option for my health problems
Knowledge of services available and how to use them
support for those that are not computer literate and have nothing to qualify for medicaid without a lawyer or having to hire expertise
Seniors. need help to look for employment and job training , education opportunities
you need to know what is available to seniors concerning housing ,medical ,etc
NEED MORE PRESENTATION IN OUR AREA,Viera .Good programs /calendar @Alzheimer's Bldg-too far on South Babcock
Knowing what is out there for seniors
getting help or time off or a sounding board for help or resources
Getting connected to the right services to meet the challenge we're facing
Assistance is a?
Access to information, knowing who to go to
Find out what, where & whom is available for seniors
Selecting MDs, dentist, eye, lawyers, & CPA's. Also CFP. (recently moved to FL from KS.)
Seniors who live here, and there are a lot, always have been, should be given special consideration. They must also save and contribute to their needs, Nothing is free
Handyman and help, lack of information, funds and affordable housing
seniors are a lost group in the hearts of our politicians. We worked very hard to make this country great. We never wanted to use the system to live. We deserve to get more in our older years
Will talk about issues on April 14th 11AM our first meeting
currently advocate as a senior life columnist, write challenges of living to age 100 each month, present programs for retiree groups and at retirement communities

Most Pressing Need

<p>I am retired as I call myself a conclundennaire which is one who completes their working years, I spent over 42 years in the profession of speech therapy. No doing volunteer hous with Aging Matters and AARP</p>
<p>just finding services</p>
<p>where to go for assistance and /or information</p>
<p>getting through the paperwork,process of getting medicaid long term care insurance ,and veterans aid and attendance benefits. The process is way to difficult ,and the time to receive benefits way too long.</p>
<p>understanding /helping with seniors needs</p>
<p>seniors not having resources readily available to them so that they are able to be compliant with their prescribed medical regimeand not end up in the hospital.... I AM A RN tha tworks with patients on dialysis.</p>
<p>what would an advocate do?Some questions are very broad and have no knowledge of some of your questions.</p>
<p>knowing where to go for help or direction</p>
<p>loosing benefits that weren't earned and paid for during my working years(social security,medicare,)that are being stolen to benefit non citizens and non workers.</p>
<p>information about caring and help for someone with Alzheimer's and Dementia</p>
<p>Making sure that seniors get the right information. Educating family and seniors, can be challenging but we need to work harder to get the work out there!</p>
<p>HOME REPAIR ASSISTANCE,COMMUNICATION</p>
<p>A lot of the ladies that are on social security 55 + are having trouble finding doctors,dental,most want to charge money or suggest that families pay part or all of care.</p>
<p>#7 only with constant message</p>
<p>being alone and needing help to do what I can't do anymore</p>
<p>LACK OF HELP AND FRIENDS</p>
<p>Help for those with noone here especially</p>
<p>dying without family in an area and alienated</p>
<p>isolation</p>

Isolation
Help for those living alone
To be able to get everything I need without difficulties
health care I live alone
we face many challenges physical aging, isolation, anxiety, and sense of purpose.
realizing there is a tremendous need to safely assure their long range security and times of dire financial needs.
the lack of respect and patience for slower moving seniors by many young adults
make seniors feel loved and care for
being alone and dealing with an illness
I WORRY ABOUT SENIORS LIVING ALONE WITH NO FAMILY OR SUPPORT IN THE AREA.
staying independtly and living alone
HOME CARE
we need dental care. I have all stubs on my bototm gum and a broken denture on the top. I cannot afford dental care. It is affecting my health. I choke each time I eat.
medical care
Monitoring health care, finding a reliable compassionate nursing home
medicaid, financial
The cost of health care
Not enough medical help, public transporation
A good denetal plan and support to get my house in better repair
Cost of medicine
Staying in their own home with affordable help/care
Finding affordable medical care
rising medical costs, affordable living
too many DR'S appts

having in home medical assistance as a senior ,having home maintanance,financial assistance,and assistance being driven to appts affordable dental
more help with the cost of drugs,some people ,end the year in the donut hole.This makes cost go from \$45 a month to over \$100 for one prescription not fair.
no challenges
NONE GIVEN
companionship
Activities to avoid boredom
Florida needs more Seniors at lunch locations,as of now,its too sparse
keeping their minds active,alert,and getting them to socialize with others
there are many lonely seniors living in Brevard,I would like to see an organization try to get some of them together for conversation
senior needs are very important .some of us can work as parttime work.I can work parttime mornings-I have a class A drivers license.
I'm already very active as a community volunteer at many different levels and disciplines.
HAVE A \$2 A DAY MOVIE AT BOTH THEATREscINEMA WORLD AND OAKS 10 THEATRE 55 AND OLDER
activities,part time jobs,day trips(affordable)
new to area and I'm LEARNING LISTENING TO OBSERVE EVERYTHING.
Transport for shopping ,MD,etc Volunteers for light cleaning
transportation public,medical care for seniors
fixed income,transportation,physical information
transportation
travel to Doctors,Help with heavy tasks
transportation to doctor's office lower cost dental care
transportation blind assistance

Most Pressing Need

mobility issues affordable taxes etc
transportation, communication
Transportation biggest challenge, need at reasonable price
Transportation
transportation
transportation, mom is 93
Getting info before 9 AM and after 5 PM when you can't get to a certain place to get it.
Getting out
transportation
transportation
getting groceries, medical transportation for appts.
no car getting around out besides store
transportation
transportation and legal services
getting about independently finding reputable affordable caregiver to assist me getting in and out of my vehicle
not an issue for me yet, but I think reliable transportation would be the greatest challenge in the coming years

TRANSPORTATION FOR DR'S APPTS,
transportation from home to shopping, events, drs as offered in Miami
transportation to appts, shopping tec,
I am quite able and self sufficient ,but recently visited an 85 year old aunt in venice florida who has issues with transportation, assistance with tasks, too difficult for the elderly and companionship.
mobility for seniors with disabilities
challenge transportation, caringstate of health
transportation

transportation, repair on house,me

More legal services available gratis, my primary concern is for needy & underprivileged children
Need for a caregiver or senior visitor "Hotline"
Get more information out to seniors
Seniors should teach children to start saving money while they are younger
screen seniors very carefully some abuse system and have \$\$\$
watch for freeloaders some srs very tight with their money
BRAVO! From US Census 1982-90 the fastest growing sector of B.C. pop was over 85!!!
some handy men who are not so expensive!
Qualify for Medicaid If you are disabled and have nothing is a false the system is a bureaucratic nightmare
Ablebody people on welfare should be made to do some thing to earn their benefits
Paint and repair old people houses when possible
CONTACT
LONELY LIFE
I am not sure what a senior plan is, so my answers are not very complete. I admire your work for seniors
Much appreciate your work as an advocate for all us elders
I read Joe Steckler's column regularly as does my husband in Florida Today
affordable legal advice regarding advance directives
All of these suggestions are great
we should have #2 and #3 in our system
Lack of sight makes reading difficult
Seniors need to be cared for
interested in helping seniors

Have a cureent & available services for seniors at a central point of contact, like "911"
I believe more aid should be given to seniors in need. As a group, myself included I believe seniors get more than their share of benefits.

I take care of my 84 year old mother's finances. It is not easy making ends meet
1st make sure to use existin resources, ie transportation, facilities, education programs & orientation prog., use the talents /time of seniors

Page 1 of 2

Helping Seniors - Senior Advocacy Survey
Comments

2nd Quarter 2015

Do not forget about us, we gave a lot for this country

I feel that if people don't respond they just don't care-

get more youth involved in elder care, yardwork, food delivery, dr. appts, computers

Thanks for John for helping out with our art class at Pt. St. John center

1,2,3,4,7,8 seem to be an effort to make seniors dependants like so many of our population already is

Like to see county do more for them, more activities and seniors days

I don't always find this magazine on a monthly basis

no computer, thanks a fall between a rail cracks senior

I am totally against nursing home, a person dies bette in a familiar surrounding
stop putting such strict income limits on housing,

I am active with Holy Name, local Daughters of the American Revolution, Vietnam, all vets of Brevard and
Quilt guild plus family

need free car service for them to make doctors appts.

it is the responsibility of church and family to care for the needy, not the gov't.
seniors matter

I don't take the newspaper any longer, too expensive and never had time to really read it. I read other things like your newspaper. We need better transportation system, not just for srs

#2 but concerned how money allocated and protected #5 Large Print yes

#3 quality of plan? How well will it be implemented #4 every plan need good implementation



YOUR OPINION COUNTS!



Enter to win FREE MOVIE tickets
WIN TWO TICKETS TO OAKS 10 MOVIE THEATER IN MELBOURNE
When you send in this form to Helping Seniors of Brevard, you will automatically be entered to win. Two different winners will be randomly selected. If you want to enter, please put you phone number or address at the bottom of this form.

Helping Seniors of Brevard is requesting your participation in filling out this survey. A "Helping Seniors" Senior Advocacy Group has been formed and it's important to have your input in order to help the Group develop a plan to help seniors in our community. Please take the time to complete and return to: Helping Seniors of Brevard, Inc. P.O. Box 372936 Satellite Beach, FL 32937. If you like, you can also complete this form online at www.helpingseniorsofbrevard.info/our-survey/

1. HOW IMPORTANT IS AFFORDABLE HOUSING IN BREVARD COUNTY?

- VERY IMPORTANT SOMEWHAT IMPORTANT
- NOT IMPORTANT I DON'T KNOW

2. SHOULD BREVARD COUNTY BUDGET MORE MONEY TOWARDS SENIOR NEEDS?

- VERY IMPORTANT SOMEWHAT IMPORTANT
- NOT IMPORTANT I DON'T KNOW

3. DO YOU THINK BREVARD COUNTY SHOULD HAVE A WRITTEN AGING PLAN FOR SENIORS?

- VERY IMPORTANT SOMEWHAT IMPORTANT
- NOT IMPORTANT I DON'T KNOW

4. DO YOU THINK THERE SHOULD BE A PRIVATE ENDOWMENT FUND TO HELP SENIORS THAT CANNOT AFFORD SERVICES?

- VERY IMPORTANT SOMEWHAT IMPORTANT
- NOT IMPORTANT I DON'T KNOW

5. WOULD YOU READ SENIOR PLANS IF THEY WERE READILY AVAILABLE VERSUS JUST BY WORD OF MOUTH?

- VERY IMPORTANT SOMEWHAT IMPORTANT
- NOT IMPORTANT I DON'T KNOW

6. WOULD YOU READ A WEEKLY SENIOR COLUMN?

- YES NO

7. SHOULD OUR VARIOUS MUNICIPALITIES BE SUPPORTING SENIORS?

- YES NO

8. WOULD YOU LIKE TO BE A SENIOR ADVOCATE? (IF SO, PLEASE CALL: 321-473-7770)

- YES NO

9. MAY WE ADD YOUR EMAIL ADDRESS TO OUR HELPING SENIORS NEWSLETTER DISTRIBUTION LIST?

- YES NO

10. WHAT IS THE MOST IMPORTANT CHALLENGE YOU FACE AS SENIOR, OR AS SOMEONE CARING FOR A SENIOR?

COMMENTS OR SUGGESTIONS?

PLEASE LET US KNOW YOUR ZIP CODE: _____ PLEASE LET US KNOW YOUR AGE: _____

Enter to Win:

Name (can be anonymous): _____

Address: _____

Phone: _____

eMail: _____

Please take the time to submit to:

Helping Seniors of Brevard, Inc.
P.O. Box 372936
Satellite Beach, FL 32937

Please visit us online at:
www.helpingseniorsofbrevard.org



"Thanks for your interest in Helping Seniors of Brevard County. Our mission is to advocate, educate, and fundraise on behalf of senior citizens in Brevard County, Florida to improve elder care, especially for those of you who are economically distressed or "fall between the cracks". Thank-you for taking the time to participate in our survey. Please call us at 321-473-7770 - we are here to help you." - Joe Steckler, President Helping Seniors

To: Brevard County Commissioners

From: Sandy Nevins

I am a senior citizen residing in Brevard County that has encountered numerous obstacles first-hand, most which I may add have not been pleasant. I am on a *very* limited income and have been faced with various medical issues that have allowed me to claim disability benefits. Although I for one, am not of the nature to take advantage of any "system," I have run up against many issues that I feel are not in the best interest for seniors living in Brevard County.

For example, I experienced waiting for Section 8 approval for more than 8 years. In the interim, I lived in deplorable and unsafe housing in which I was afraid to even walk around my neighborhood. I was placed near drug dealers, prostitutes, and drunks. All, who roamed the streets. Now I am not asking for any pity or "hand-outs," but as a single senior woman, you've got to admit, you probably wouldn't like being put in that position either. Sometimes, fate happens when you experience health issues that will not allow you to work. So, inevitably, I had to find a way to survive. It's been hard, really hard!

A big problem for seniors is transportation. I have found even if you schedule five days ahead for a medical appointment, you are not guaranteed a slot. As a senior with multiple disabilities, waiting in the rain or triple digit temperatures, makes the simplest trip challenging.

I have found in calling other nonprofit organizations, (NOT, Helping Seniors of Brevard), that I would have to pay out of pocket or flat fees on a sliding scale. And, for your information, if you rent and need grab bars, you are out of luck. Further, I have documented numbers of calls to these agencies without a return call. More than a week goes by, but I keep trying to get straight answers...keep getting bounced around and to me it seems like one hand doesn't know what the other hand is doing.

As you are aware, I am not alone. I could certainly give you many more examples, and I know a lot of other senior citizens on a limited income that are experiencing problems too. It's sad that our so called "Elder-Friendly" community does not have an aging plan in place. That's why I am proud to be

a participant with Helping Seniors Advocacy Council to “voice” my opinion. An aging plan is desperately needed. Please heed my letter, as I have and still am experiencing aging with dignity. Please help our senior citizens in Brevard County.

Thank you for your consideration.

Respectfully,

Sandy Nevins

CBO PROTEST MEETING MINUTES

Location: Florida Room, Viera Government Center, Building C

November 2, 2015

Introductions made:

Jerry Visco- Brevard County Human Resources Director

Frank Abbate- Assistant County Manager

John Denninghoff- Public Works Director

Jon McLester- Purchasing Services

Lesley Singleton- Housing and Human Services

Juanita Davis- Housing and Human Services

Ian Golden- Housing and Human Services

Becky Behl-Hill- County Attorney Office

Joe Steckler- Helping Seniors of Brevard

Kerry Fink- Helping Seniors of Brevard

Kay Kaiser- Information Specialist

Jaqueline Esterline- Helping Seniors of Brevard Board Member

Jon McLester- confirmed that the committee members all received the package dated September 3, 2015.

Discussion with Mr. Steckler on his hearing assistance device and if it was working properly, he stated that if he had issues hearing something that he would let them know.

Ian Golden- asked that Jon McLester read into the record the purpose of the meeting.

Jon McLester- Just for the record a protest was filed by Helping Seniors of Brevard County Incorporated; on September 3, 2015. The protest did meet the deadlines for the filing of a protest. Helping Seniors of Brevard County will be given the opportunity to present their protest issues to the committee. We do request that all issues be directly related to the protest that was submitted in writing. No other issues should be addressed. Other interested parties will be given the opportunity to speak. And I'd just like to go over the fact that the protest committee is here to review the basis of the protest, evaluate the facts and merits of the bid protest and if possible to

reach a resolution of the protest that's acceptable to the effected parties. For the purpose of the protest committee hearing, resolution shall mean that the protester finds the decision of the protest committee acceptable. In the event that the matter is not resolved with the protesters acceptance with the committee's decision, the Purchasing Office will prepare an agenda, including the details of the protest, and the protest committee's recommendation will go before the Brevard County Board of County Commissioners and you will have the opportunity to address those issues with them. So at this time I would like to see if the committee would like to appoint a chair.

John Dennighoff- Sure lets appoint the Assistant County Manager as Chair.

Jerry Visco- I second that.

Jon McLester- all in favor,

(ALL)- I

Frank Abbate- Asked that Mr. Steckler to make his presentation.

Joe Steckler- READ FROM ATTACHMENT "A"

Mr. Steckler wrapped up his presentation by calling for an overhaul of both the CBO and CDBG application processes.

September 17, 2015 Letter:

Frank Abbate inquired to Becky Behl-Hill if there were any issues with the September 17th letter being sent only to the Protest Committee and not to the Helping Seniors organization. Becky Behl-Hill replied that it was concerning that everyone did not have the same information as the Protest Committee. However, the remedy for that is reconvening and redoing the Protest Committee meeting, which is what the purpose of this meeting is. Becky Behl-Hill explained that the recommendation to redo the Protest Meeting had come from the County Attorney's Office, in order for Joe Steckler to address every point that Housing and Human services brought up regarding this protest. Becky Behl-Hill also advises that by redoing this meeting it adequately covers the due process issue related to the initial memo from Joe Steckler.

Big Brothers Big Sisters Issue:

Ian Golden addresses the issue of Big Brothers Big Sisters being a pass through organization; it is not the case as the organization will be providing services with their own staff and/or volunteers. If they subcontracted for those services then that would be a pass through. Frank Abbate wanted to know what services Big Brothers Big Sisters provided in Brevard County. Lesley Singleton advised that it is a mentoring program. Ian Golden clarified that it is a program for Brevard County Residents within Brevard County. Frank Abbate asked if this was the first

year for this Big Brothers Big Sisters program and Lesley Singleton informed him that they have been funded before but it's been several years.

A representative from Helping Seniors of Brevard asked for clarification on who Big Brothers Big Sisters was contracting with. Ian Golden informed her that they are not contracting with a company that they will be providing services with their own employees. The representative then asked if, a person living in Brevard County didn't have access to long distance transportation then, how would they receive services? Ian Golden restated that the services would be provided within Brevard County. Frank Abbate wanted to confirm that none of the services would be provided outside of Brevard County. Lesley Singleton assured him that no services that CBO pays for would be out of Brevard County.

Flawed Process:

Joe Steckler references the RFP and the differences between not allowed and not required in regards to the presentations given to the Community Action Board. He goes on to discuss his issue with the flawed process giving the example of the Space Coast Center for Independent Living and how they were given the opportunity to state before the Community Action Board that they provided transportation services to Veterans in Brevard County for \$5 a trip, and therefore they were among those awarded funding. Whereas, his organization was not given the opportunity to speak beyond stating what their outcome was.

Big Brothers Big Sisters Funding:

Ian Golden reiterated that they do not feel that there is anything wrong with awarding funds to Big Brothers Big Sisters, they are not a pass through organization and are in accordance with the RFP.

John Denninghoff- wants to know if it's the regular practice to verify the performance of the awarded agencies with respect to these grants during the course of the year. Ian Golden stated that all the agencies and especially the new and high risk agencies are monitored in a number of different ways, required outcomes, invoices and reports, as well as monitoring provided by the contracts team of Housing and Human Services. John Dennighoff inquired as to what would happen if you find them to be a pass through company? Ian Golden stated that they would follow the contract, meet with the County Attorney Office, stop any pending payments, take remedial action and seek to recapture any funds.

Aging Matters Overhead:

Frank Abbate - how did the RFP address the overhead and how did the Housing and Human Services Department analyze it. Jerry Visco- is the overhead something that is scored by the CAB? Juanita Davis stated that "no" the overhead is not scored in the RFP. In the RFP there is a question "What % of your total program and budget will go for direct services versus

administration.” That is not a part of the score sheet. Jerry Visco pointed out that it is ultimately a variable analyzed by a CAB member. Juanita Davis confirmed that it is a part of each application and the CAB members all had copies of each application that was submitted by the agencies. Ian Golden reminded the committee that the RFP states to submit financial statements and not annual reports. Frank Abbate wanted to know if the financial statements were consistent with the 12 percent. Juanita Davis gave the values listed on Aging Matters financial statement as \$628,769.00 of \$5.4 million that was completed by Carr, Riggs and Ingram company.

Michelle Dillman from Aging Matters confirms that their IRS Form 990 states their overhead rate for 2014 is 14.4 percent. She indicated that Joe Steckler’s information is from an annual report that lacks the detail needed to compute the overhead and lists only the general revenue and overall expenses. Discussion between Cindy Flachmeier and Joe Steckler on the services provided through Aging Matters for Meals on Wheels. Joe Steckler references a report on Meals on Wheels that was sent to the State from both Brevard and Orlando areas. Brevard having 923 clients served and Orlando 407 served with the same amount of funds available to both areas.

Religious Based Organization Protest Withdrawn:

Frank Abbate redirects the conversation to stick with the original issues that were outlined in the first protest letter submitted. He also confirms that the religious based organization issue has been withdrawn from the protest by Joe Steckler.

Presentation Discussion:

Frank Abbate wanted to know if there is any language in the RFP about presentations being made. Ian Golden replied that it did not and that it has always been at the discretion of the CAB which makes the recommendations to the Board of County Commissioners how they want to move through the process. It has been the norm for the last several years to have presentations, however, in January the CAB started discussing having the organizations present for a question and answer session only. The RFP was issued May 28th with 2 mandated training sessions on June 9th and 11th. During both training meetings, the slides said “not required” however all agencies were verbally instructed that no presentations would be permitted during the meeting with the CAB. Frank Abbate verified that the CAB evaluation committee was allowed to ask agencies questions.

Joe Steckler- Not a true statement, you have an email in the handouts that states, from Housing and Human Services, presentations will not be permitted sent by Housing and Human Staff after the training sessions. In the training sessions it said not required, in email it said not permitted. In the last 27 years we have had the option to say something or not.

Frank Abbate- Who was the staff member at the training meeting?

Lesley Singleton- I did the presentations

Frank Abbate- In your presentations did you verbally state that presentations will not be permitted?

Lesley Singleton- Yes, I did.

Frank Abbate- What information did you provide at those meetings?

Lesley Singleton- That the Community Action Board would not be hearing presentations this year.

Frank Abbate- You clearly made that statement at both trainings?

Lesley Singleton- Yes.

Dave Brubaker- CEO of Central Sharing Center, I was at the mandatory meeting and Lesley clearly communicated to us that there would be no presentations at the meeting to review the applications.

Ian Golden- would like to address the issue about the information that was given to the Commissioner's office and then to Ian. Yes, Helping Seniors of Brevard had given the information to them, however they had not reviewed the information because at the time there was concerns that the conversation was in violation of page 3 of the RFP, where it states that it is prohibited for CBO agencies to contact CAB members or County Commissioners in regards to the process of the CBO application itself.

Frank Abbate confirmed that with Jon McLester that there is a blanket lobbying statement that goes out with all RFPs.

Joe Steckler- Disagrees that the presentation at the meeting said not required, did not say not permitted.

Frank Abbate explains that they now have evidence and statements from both a staff member and a separate agency. That is what, as a committee, we need to weigh in on this issue.

Ian Golden- wanted the committee to know that they also have the minutes and recordings of the CAB meeting where they discuss and vote in January and March on not doing the presentations. Well in advanced of the application being published.

Joe Steckler brought up the subject of Housing and Human Services receiving the Advocacy Council Report. Which he feels was given well before September 17th. He asks the committee to take a full look at what has been brought before them and not make a quick decision.

CAB Members Never Looking at Grants:

Frank Abbate asked were the CAB members given a copy of the applications beforehand. Juanita Davis replied that yes, the CAB members were provided with scoring sheets as well as the

applications in July. A full month before the recommendation meeting, The CAB members had to review the applications and the scoring sheet in order for them to attend the meeting. John Dennighoff says that he has participated in many reviews and recommendation meetings. The processes he has participated in are similar. You review before the meeting all of the applications and prepare to score at the meeting due to the time restrictions of the meetings.

Senior Services Survey:

Jerry Visco thinks that the survey issue is outside the scope of the committee's purposes for today. It is a separate issue and needs to be addressed by staff. He wanted to know when the submittal of the RFP was. Ian Golden responded that the RFP was published in March of 2015 and the responses were due back on July 2nd. Jerry confirmed that the survey was conducted in August of 2015 and therefore a separate conversation.

CBO Fair and Balanced:

John Denninghoff stated that if there was a desire to change the process then there needs to be an effort made to change the process before the RFP was submitted and the awards decided. Changing the process through a protest meeting is out of sequence and is not an issue for today. Ian Golden informed the committee that there actually is an opportunity for agencies, a part of the normal process, to discuss what they did and did not like about the process through a public meeting that is noticed just like all the meetings are. Due to the protest, this debriefing timeline has been pushed back till after the holidays.

Joe Steckler reiterated that the protest is due to the change in the long standing process after grants were submitted on the pretense that if you wanted to make a presentation you were able to. John Denninghoff replied to that summarizing the testimonies and documentation regarding that issue have already been heard and seen.

Deliberation:

Discussion on how to deliberate and how to deliver the recommendation of the committee needs to take place. Becky Behl-Hill was consulted and asked to research the matter. After further research she confirmed that the meeting was a Sunshine Meeting and needed to have the deliberation in the open. The recommendation did not need to come before the Brevard County Board of County Commissioners first and therefore could be made today. Joe Steckler was asked if he had anything else to add to the discussion before the recommendation of the committee was made. He responded that he has said all that he can say on the matter.

Frank Abbate summarized all the issues that were discussed. John Denninghoff added that any modifications to the process needed to be made by staff and not through this committee. Jerry Visco wanted to remind the committee that they needed to focus on what the process was, how it was advertised, published and executed.

Decision:

Frank Abbate made the motion to deny the appeal. John Dennighoff seconded the motion. Motion passed unanimous.

Frank Abbate informed Joe Steckler that he had the option to come before the Board of County Commissioners at their next meeting.

V.L.B.I.



Helping Seniors of Brevard - P.O. Box 372936 - Satellite Beach FL 32937
Phone 321-473-7770 | info@HelpingSeniorsofBrevard
www.HelpingSeniorsofBrevard.org

November 12, 2015

Leslie Rothering, CPPO, CPPB
Purchasing Manager
Brevard County Central Services
2275 Judge Fran Jamieson Way - Suite C303
Viera FL 32940
Via: Fax to 321-617-7391 & U.S. Mail

cc:
Mr. Ian Golden, Director
Brevard County Board of Commissioners
Housing and Human Services Department
2725 Judge Fran Jameson Way, Building B, Room 106
Viera FL 32940
Via: Fax to 321-633-2026 & U.S. Mail

District 1 Commissioner Robin Fisher
Brevard County Board of Commissioners
400 South Street - Suite 1-A
Titusville, Florida 32780
Via: Fax to 321-264-6751 & U.S. Mail

District 2 Commissioner Jim Barfield
Brevard County Board of Commissioners
Merritt Island Service Complex
2575 North Courtenay Parkway - Suite 200
Merritt Island, Florida 32953
Via: Fax to 321-454-6602 & U.S. Mail

District 3 Commissioner Trudie Infantini
Brevard County Board of Commissioners
1311 E. New Haven Avenue
Melbourne, Florida 32901
Via: Fax to 321-952-6340 & U.S. Mail

District 4 Commissioner Curt Smith
Brevard County Board of Commissioners
2725 Judge Fran Jamieson Way
Building C Suite 214
Viera, Florida 32940
Via: Fax to 321-633-2121 & U.S. Mail

District 5 Commissioner Andy Anderson
Brevard County Board of Commissioners
1515 Sarno Road - Building B
Melbourne, Florida 32935
Via: Fax to 321-253-6620 & U.S. Mail



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Greetings,

Thank-you very much for your letter of November 9, 2015 inviting our participation, regarding the Housing and Human Services CBO grant approval process, at the November 17, 2015 meeting of the Board of County Commissioners.

We look forward to a meaningful participation, at that meeting, according to the procedures you outlined in your letter.

With respect to both your letter, as well as Mr. Golden's November 17, 2015 Agenda Report, which you kindly attached, I would like to clarify the following:

- (1) Your letter and attached report do not make it clear that the primary reason for the second Protest Hearing, as stated by Assistant County Attorney present at that 2nd meeting, was an attempt to rectify foreclosure of our due process, as introduced through Mr. Golden's inappropriate delivery of his Official Memo, prior to the first meeting, to the judging members of the Protest Committee. This Memo outlined HHS positions on our filed protest, but without providing us a copy, nor even the courtesy of informing us, in advance, that such a document was being circulated. This tainted the opportunity for us to receive an unbiased and equitable review because it gave an unfair and inappropriate "ex-parte" access for HHS to lobby decision makers on the Protest Committee in advance of that first Protest Meeting.
- (2) Your letter and attached report do not make clear the issues we raised in the Protest Meeting: (1) that despite the CBO Program Application prohibiting changes to RFP without written addendum, long-standing procedure was changed AFTER the close of the filing window; (2) that a large block of county funds are proposed for award to an agency that does not have a Brevard County office or phone number – conflicting with Pass-Through organization provisions stated in the RFP; (3) that funds were awarded to a sectarian organization in contrast to stated RFP grant outline requirements; (4) that HHS took an



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unfair access to Protest Committee decision-makers prior to Protest Meeting via Mr. Golden's September 17th 2015 letter directly to them – in advance of the initial Protest Meeting and without notice or copy to us; and (5) that the Director of HHS claimed, in that same letter, that highly relevant information presented by Helping Seniors concerning the needs of Seniors in the community, had not been delivered to his office in connection with the grant proposals, when, in fact, the full report was directly delivered to Mr. Golden's office on August 8th 2015.

- (3) Your letter and attached report do not make it clear that Protest Committee did specifically state that they felt there was "room for much improvement" as well as "lessons to be learned" from the grant process and that we were encouraged to pursue our right to take the matter directly to the County Board of Commissioners as a correct next step.

Our request simply remains, regarding the 2015 County Fund Award process, that the process, which we believe was flawed, be reviewed by the County Commissioners and that all finalists be awarded funds while a fair, easier to work with, and constructive process be utilized in future RFP's.

I look forward to the opportunity to address the Board of Commissioners directly and succinctly on this on next Tuesday.

Sincerely,

Joe Steckler
President
Helping Seniors of Brevard



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Phone 321-473-7770 | info@HelpingSeniorsofBrevard
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**Joe Steckler Comments to Brevard County Board of Commissioners
November 17 2015 Meeting**

Mr. Chairman, Fellow Commissioners:

Helping Seniors seeks your review and oversight of the 2015-2016 CBO process. We specifically request, given flaws and inconsistencies in this year's process, that all finalists be awarded funds in an appropriate amount. This topic, as you know, is already trending in the press, as evidenced by Mr. Berman's November 16th article in Florida Today.

The County Agenda report on this does not paint an accurate picture. I outlined this in my November 12 letter to Leslie Rothering. I ask that this letter be made part of the record of today's meeting.

We seek your review of the CBO funding process on the following 6 brief points:

1. Paragraph 12 of the CBO Program Application prohibits changes to the RFP without written addendum - and specifically denounces validity of oral changes. After the submission window closed, HHS changed its long-standing policy of requiring individual organization briefings.

HHS defense was that it presented, in June training classes, a slide allegedly stating "presentations not required." "Presentations not required" is completely different than "the CAB voted not to have the agencies do presentations; however, agencies must be in attendance to answer questions" That change was communicated in an email 43 days after close of the submission window. This after-the-fact reversal caused organizations relying on the expected briefing opportunity to compete at a severe disadvantage.

2. A large block of County funds - \$60,000 - was scheduled to an Agency without a Brevard County office or phone number - making it appear to be a pass-through organization, prohibited in RFP regulations.

3. \$45,000 plus has been scheduled to at least two sectarian organizations. We acquiesce on this point, subject to assurance of good post-grant oversight, but note the official rules state sectarian awards are not permitted. If the Commissioners want to change the policy, then the grant outline/requirements should be changed to allow such action.



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4. A \$60,000 senior grant recipient demonstrated a 70% overhead to services ratio. This was countered by HHS staff who claimed her "internal" documents showed a 12% figure. This "insider" information is certainly different from what we could calculate from publicly available 990 forms and the group's annual report.

5. The HHS Director, in his ex-parte letter, dated 19 September, to the Protest Committee members, reported he was unaware of any material prepared by Helping Seniors Advocacy Council, a volunteer group, regarding public research on the need for a County Wide Aging Plan. This despite confirmation that each Commissioner received this document and, specifically, Legislative Aide Mr. Pat Woodward, confirmed he delivered this to Mr. Golden on 4 August, in the presence of Commissioner Smith, for staff comment.

Finally, the Agenda Report does not fully explain how the 2nd Protest meeting became necessary. First, note the absence of Minutes from the first Protest Meeting in your Packets. We are not aware if there were any taken - and we certainly never received any. Second, the Assistant County Attorney agreed, that a main requirement for the 2nd Protest Meeting was that, prior to the first meeting, Mr. Golden delivered his 19 September Memo inappropriately to members of the Protest Committee. This paper outlined HHS positions on our filed protest. We were not provided a copy, nor even the courtesy of being informed such a document was being circulated. This tainted an opportunity for an unbiased and equitable review. Mr. Golden had, in effect, lobbied with the decision-makers in this case in an ex-parte fashion.

We request, that with the problems noted this year that all finalists be awarded funds an appropriate amount and that the grant award process be reviewed so that future grant awards serve those clearly identified as a Commissioner priority, especially those in need. And, we advocate for a process in which those who apply for funds are apprised of their inadequacies so their future grant submissions can be made with a hope for success.

Thank you for listening to me today.