



Citizens' Review Panel (CRP) for Human Services Board Workshop

January 8, 2013



Citizens' Review Panel Overview

- History
- Process
- Accountability
- Challenges
- Summary



Citizens' Review Panel History

- Developed in 1995
- Recommendation of the Human Services Council Review Board
- Established in January 1996 by Board Resolution #96-M-07
 - Orange County
 - City of Orlando
 - Heart of Florida United Way



Citizens' Review Panel History

Membership & Organization

30 members

20 members appointed by Orange County Board of
County Commissioners

10 members appointed by the City of Orlando

Orange County Membership Types

15 At Large Representatives

1 At Large Representative of Elder Interest

1 Physically Disabled Representative

1 Spokesperson M/WBE

1 Youth Advocate

1 Economically Distressed Spokesperson

*4 Members in Training



Citizens' Review Panel History

Current Advisory Board Members *As of November 2012*

Mark A. Arias

Susie Brown

Dr. Sylvia Caceres

Jacqueline Centeno

Dr. Cleo P. Coles, Jr

Michael T. Daniels

Tiffany Dziekan

Dorothy Gabriel

Beverly J. Jackson

Ron L. Landon

Ralph Martin

Ryan A. Myers

Erin M. Nurse

Paulette Nurse

Pedro Padua

Evers Robinson

Juan Rosado

Laurie Stern

Bobby L. Watson



Citizens' Review Panel Process

Advisory Board Members

Appointment of Advisory Board Members



Orientation & Training

Funding Proposals, Program Design, Outcomes, Budget



Board Members Serve on Focused Care
Panels

Review and Evaluate Agency's Funding Proposals

Make Funding Recommendations to County & City



Citizens' Review Panels Process

Focused Care Areas

1. Developing Healthy Communities through Health and Counseling
2. Building Thriving Communities through Education, Prevention, and Support
3. Lending a Helping Hand through Emergency and Crisis Assistance Services
4. Supporting Our Seniors



Citizens' Review Panel Process

Research & Analysis

- National, State, and Local Trends
- Needs Assessments
- 211 Data
- County Departments (*community centers and NCFs*)
- University Studies and Reports



Citizens' Review Panel Process

Needs Identification

- Youth Services
- Affordable Health Care
- Counseling
- Employment
- Emergency Assistance
- Domestic Violence
- Hunger & Homelessness
- Services for the Physically Disabled
- Senior Services
- Literacy



Citizens' Review Panel Process

Agency
(October – May)

Opening of the Process (Request for Proposals & Renewals) –
October

Agency Training & Technical Assistance – *November*
Funding Proposals Submitted – *December*

Panel Question & Answer Sessions – *January - February*

Panel Workshops to Develop Funding Recommendations – *March*

Notification of Preliminary Funding Recommendations and Appeals
Process – *May*

Preliminary Funding Recommendations forwarded to the County
and the City – *August*

Agency Contracts are Executed October 1st



Citizens' Review Panel Process

Funding

CRP Budget in 1995: \$2.2M

1996

Population Increase

+ Inflation Index

+ Additional 1%

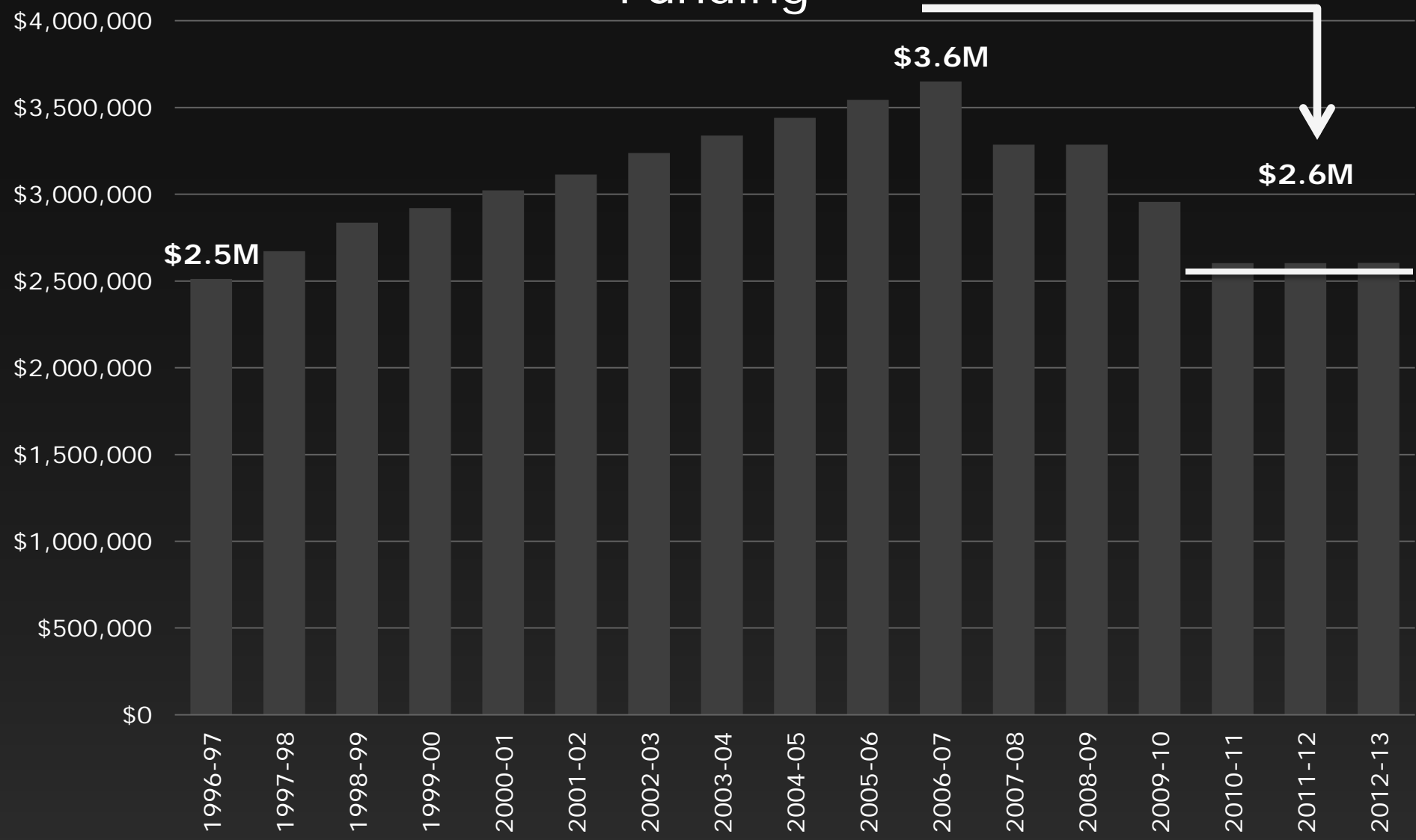
= Total Increase (annually)

1998

Departmental Increases Adopted

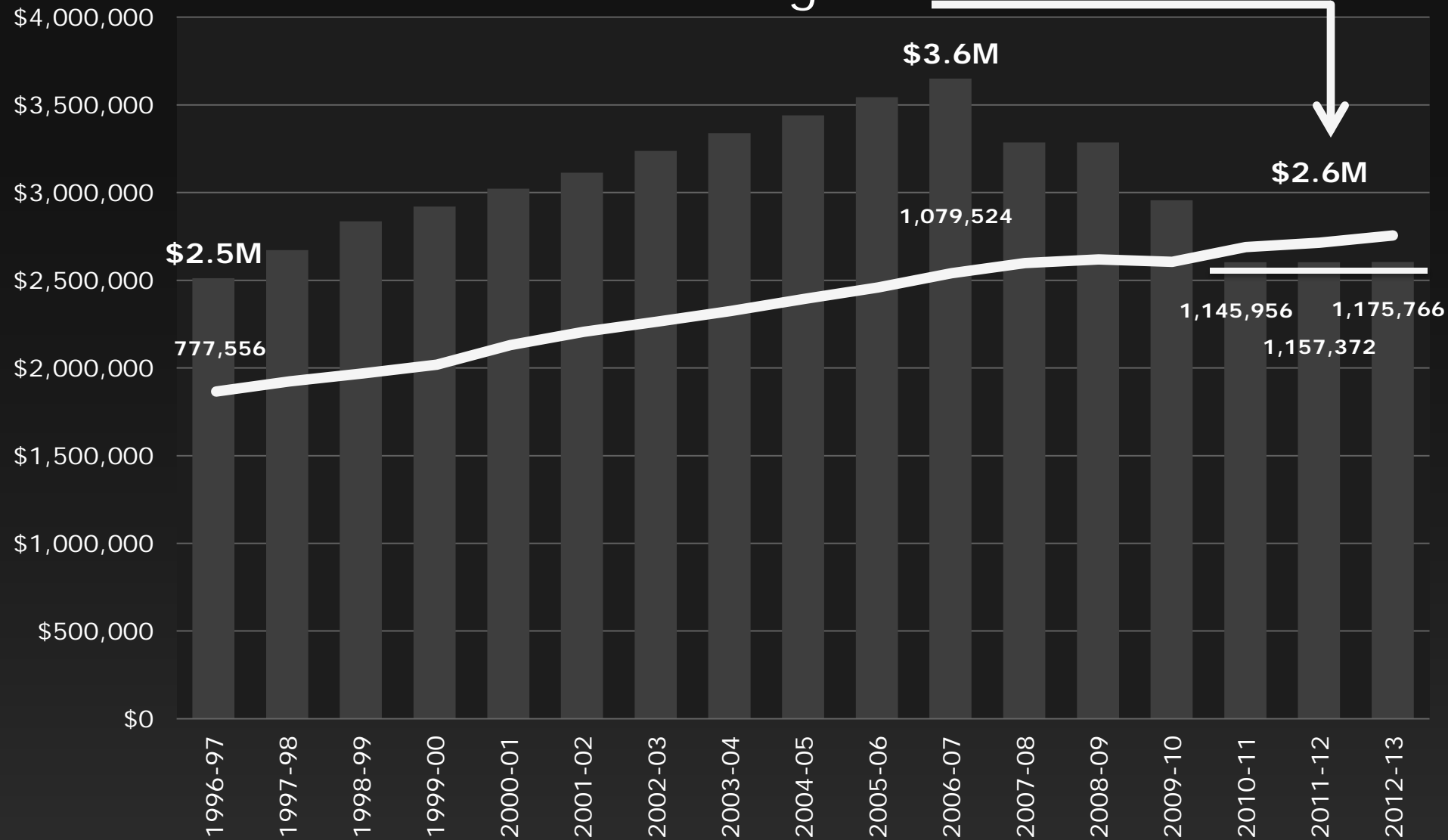


Citizens' Review Panel Process Funding





Citizens' Review Panel Process Funding





Citizens' Review Panel Process

2012-2013 Preliminary Funding

Renewal Funding

\$1.3M

RFP

\$1.3M

Total Budget

\$2.6M



Citizens' Review Panel Process

Renewals

*Agencies applying for continued funding from
the County and the City*

Number of Renewal Agencies

Orange County – 10

City of Orlando – 21



Citizens' Review Panel Process

Renewals – 2012-2013 Preliminary Funding

1. Heart of Florida United Way (211) - \$161,457
2. Community Health Centers - \$65,495
3. Health Care Center for the Homeless - \$83,830
4. Orlando Health, Inc. - \$82,425
5. Central Florida Young Men's Christian Association, Inc. - \$10,044
6. Community Coordinated Care for Children (4C) - \$137,206
7. Coalition for the Homeless of Central Florida, Inc. - \$175,406
8. LifeStream Behavioral Center, Inc. (Anthony House) - \$70,308
9. Florida Senior Programs (Foster Grandparents) - \$27,830
10. Seniors First, Inc. - \$246,434

Total 2012-2013 Preliminary Funding - \$1,060,453



Citizens' Review Panel Process

Request for Proposals (RFP)

Agencies applying for funding through Orange County's Request for Proposal Process

- *22 RFPs*
- *21 RFPs recommended for funding*
- *1 RFP not recommended for funding*

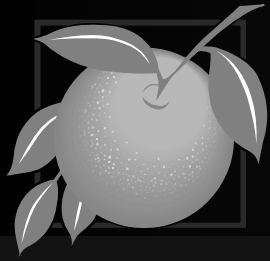


Citizens' Review Panel Process

Request for Proposals

Announcement of Public Notice

- *Orlando Sentinel*
- *Orlando Times*
- *El Sentinel*
- *La Prensa*



Citizens' Review Panel Process

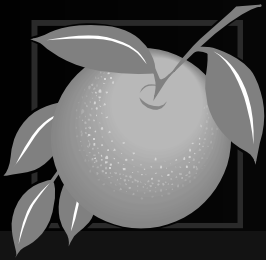
Request for Proposals

53 Agencies Inquired

- *28 new agencies*
- *25 agencies submitted funding proposals*

18 agencies recommended for funding

- *2 new agencies recommended for funding*



Citizens' Review Panel Accountability

- Contracts are Performance and Outcome-based
 - Logic Models
 - Defined Unit of Service
- Monitoring of Agencies
 - Monthly and Quarterly Reports
 - Site Visits
 - Technical Assistance
- Recapture of Funding
- Comptroller Randomly Audits Agencies



Citizens' Review Panel Challenges

Agency

- Decrease in federal, state and local revenue
 - Fundraising revenue has declined
 - Foundations funding has decreased
- Increase in costs
 - Facility, insurance, utilities
- Insufficient infrastructure
- Lack of resources for training and professional development
- Staff Turnover
- Technology



Citizens' Review Panel Challenges

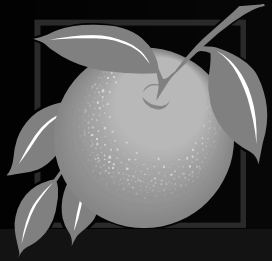
Orange County

- Decrease in County revenue
- Increase need in the County
- Some nonprofits unable to meet County requirements



Citizens' Review Panel Summary

- Citizen driven process
- Maintains Transparency
- Successful Outcomes
- Provides accountability



Citizens' Review Panel Summary

- History
- Process
- Accountability
- Challenges

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Thank you

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Questions and Answers



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