

**THIRD AMENDMENT TO AGREEMENT BETWEEN BROWARD COUNTY AND  
FIRST CALL FOR HELP OF BROWARD, INC., D/B/A 2-1-1 BROWARD  
FOR SPECIALIZED INFORMATION AND REFERRAL SERVICES**

Agreement #23-CP-HCS-6930-01

This Third Amendment (“Amendment”) is entered into between Broward County, a political subdivision of the State of Florida (“County”), and First Call for Help of Broward, Inc., d/b/a 2-1-1 Broward, an active Florida nonprofit corporation (“Provider”), each a “Party” and collectively referred to as the “Parties.”

**RECITALS**

- A. The Parties entered into the Agreement on February 1, 2023, for Specialized Information and Referral Services (the “Original Agreement”).
- B. The Original Agreement was amended by a First Amendment, dated May 3, 2023, to add a program and allocate funding for the Initial Term; and a Second Amendment, dated January 15, 2025, to add a provision regarding Entities of Foreign Concern and replace Exhibit E, Required Reports and Submission Dates.
- C. The Original Agreement was also amended by Contract Adjustment #1, dated June 13, 2023, to increase funding for the Initial Term; Contract Adjustment #2, dated June 7, 2024, to increase funding for Option Period 1; Contract Adjustment #3, dated September 9, 2024, to renew the Agreement for Option Period 2; and Contract Adjustment #4, dated May 22, 2025, to increase funding for Option Period 2. The Original Agreement, as amended by the First and Second Amendments and all Contract Adjustments, is referred to herein as the “Agreement.”
- D. The Parties now desire to further amend the Agreement to (i) update Sections 10.1, 14.4, and 15.1; (ii) delete Section 10.3; (iii) update the contact information for County’s Custodian of Public Records; (iv) delete and replace Section 15.19 with a new provision; (v) update County’s contact information in Exhibit A to ensure compliance with the Notices section of the Agreement; (vi) update Exhibit D-1, Scope of Services, to remove a requirement due to a change in the law; (vii) replace Exhibit D-2, Outcomes, with a new Exhibit D-2 to more effectively measure how services are being utilized under the Agreement; and (viii) update Exhibit E, Required Reports and Submission Dates.

Now, therefore, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. The above Recitals are true and correct and are incorporated herein by reference. All capitalized terms not expressly defined within this Amendment will retain the meaning ascribed to such terms in the Agreement.

2. Unless otherwise expressly stated herein, amendments to the Agreement made under this Amendment are indicated herein by use of strikethroughs to indicate deletions and underlining to indicate additions. Except as modified herein, all remaining terms and conditions of the Agreement will remain in full force and effect.
3. Section 10.1 of the Agreement is revised and replaced in its entirety as follows (underlining omitted):
  - 10.1. Provider and subcontractors must not discriminate on the basis of race, color, sex, religion, national origin, disability, age, marital status, political affiliation, pregnancy, or any other basis prohibited by Applicable Law in the performance of this Agreement. Provider must include the foregoing or similar language in its contracts with all subcontractors, except that any project assisted by U.S. Department of Transportation funds must comply with the nondiscrimination requirements in 49 C.F.R. Parts 23 and 26.
4. Section 10.3 of the Agreement, regarding an Ownership Disclosure Form, is deleted in its entirety.
5. Section 14.4 of the Agreement is revised and replaced in its entirety as follows (underlining omitted):
  - 14.4. Discriminatory Vendor and Scrutinized Companies Lists; Countries of Concern. Provider represents that it has not been placed on the “discriminatory vendor list” as provided in Section 287.134, Florida Statutes, and that it has not been identified as a company or other entity subject to scrutiny under Sections 215.473 or 215.4725, Florida Statutes. Provider represents and certifies that it is not, and throughout the term of this Agreement will not be, ineligible to contract with County on any of the grounds stated in Section 287.135, Florida Statutes. Provider represents that it is, and throughout the term of this Agreement will remain, in compliance with Section 286.101, Florida Statutes.
6. Section 15.1 of the Agreement is revised and replaced in its entirety as follows (underlining omitted):
  - 15.1. Rights in Documents and Work. Any and all reports, photographs, surveys, documents, materials, or other work created by Provider specifically for County in connection with performing Services, whether finished or unfinished (“Documents and Work”), will be owned by County, and Provider hereby transfers to County all right, title, and interest, including any copyright or other intellectual property rights, in or to the Documents and Work, and must provide any documentation necessary to effectuate such transfer. Unless otherwise expressly stated herein, County has the right to use, reproduce, modify, distribute, and publicly display the Documents and Work, in whole or in part, in any medium and for any purpose, in perpetuity and without restriction. Provider represents and warrants that it has all necessary legal rights to provide the Documents and Work

and to grant County the rights stated in this Agreement. Provider must deliver the Documents and Work to the Contract Administrator within ten (10) business days after expiration or termination of this Agreement. Any compensation due to Provider may be withheld until all Documents and Work are provided as set forth herein. Provider must ensure that the requirements of this section are included in all of Provider's agreements with Subcontractor(s).

7. The last paragraph of Section 15.2. of the Agreement is amended as follows:

**IF PROVIDER HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO PROVIDER'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (954) 357-6398, ~~ECRENSHAW@BROWARD.ORG~~ CAEVANS@BROWARD.ORG, 115 SOUTH ANDREWS AVENUE, SUITE A-360, FORT LAUDERDALE, FLORIDA 33301.**

8. Section 15.19, Drug-Free Workplace, of the Agreement is deleted in its entirety and replaced with the following (underlining omitted):

15.19. Confidential Information; Generative Artificial Intelligence. Unless expressly authorized in this Agreement or in writing in advance by the Contract Administrator, Provider is strictly prohibited from disclosing, uploading, or otherwise making available to third parties, directly or indirectly, including, but not limited to, through utilization of generative artificial intelligence tools, any exempt, confidential, sensitive security, or personal information of County. Provider must ensure that any use of generative artificial intelligence tools by Provider or its Subcontractors does not involve the disclosure of exempt, confidential, sensitive security, or personal information, including without limitation for large language model learning or training. Provider must implement and maintain appropriate technological and operational safeguards to ensure compliance with the obligations of this section.

9. Exhibit A, Section VI.A, of the Agreement is amended as follows:

A. For County:            Director, Community Partnerships Division  
                                  115 S. Andrews Avenue, Suite A-370  
                                  Fort Lauderdale, Florida 33301  
                                  (954) 357-6398  
                                  [ecrenshaw@broward.org](mailto:ecrenshaw@broward.org)  
                                  [caevans@broward.org](mailto:caevans@broward.org)

10. Exhibit D-1, Scope of Services, is updated to remove Section I.D.1.b.iii.
11. Exhibit D-2, Outcomes, of the Agreement is replaced with the attached Exhibit D-2, Outcomes (Revision #1).

12. Revised Exhibit E, Required Reports and Submission Dates, of the Agreement is revised and replaced in its entirety with the attached Exhibit E, Required Reports and Submission Dates, (Revision #2).
13. Entities of Foreign Concern. The provisions of this section apply only if the Agreement provides access to an individual's personal identifying information. By execution of this Amendment, the undersigned authorized representative of Provider hereby attests under penalty of perjury as follows: Provider is not owned by the government of a foreign country of concern, is not organized under the laws of nor has its principal place of business in a foreign country of concern, and the government of a foreign country of concern does not have a controlling interest in the entity; and the undersigned authorized representative of Provider declares that they have read the foregoing statement and that the facts stated in it are true. Terms used in this section that are not otherwise defined in the Agreement will have the meanings ascribed to such terms in Section 287.138, Florida Statutes.
14. Anti-Human Trafficking. By execution of this Amendment by an authorized representative of Provider, Provider hereby attests under penalty of perjury that Provider does not use coercion for labor or services, as such terms are defined in Section 787.06, Florida Statutes. Under penalties of perjury, the undersigned authorized representative of Provider declares that they have read the foregoing statement and that the facts stated in it are true.
15. In the event of any conflict or ambiguity between this Amendment and the Agreement, the Parties agree that this Amendment will control. The Agreement, as amended herein by this Amendment, incorporates and includes all prior negotiations, correspondence, conversations, agreements, and understandings applicable to the matters contained herein, and the Parties agree that there are no commitments, agreements, or understandings concerning the subject matter hereof that are not contained in the Agreement as amended in this Amendment. Accordingly, the Parties agree that no deviation from the terms hereof will be predicated upon any prior representations or agreements, whether oral or written.
16. Preparation of this Amendment has been a joint effort of the Parties, and the resulting document will not, solely as a matter of judicial construction, be construed more severely against one of the Parties than any other.
17. Provider acknowledges that through the date this Amendment is executed by Provider, Provider has no claims or disputes against County relating to the Agreement including as amended herein.
18. This Amendment is effective April 1, 2026.

19. This Amendment may be executed in multiple originals or in counterparts, whether signed physically or electronically, each of which will be deemed to be an original, and all of which, taken together, will constitute one and the same agreement.

[Remainder of Page Intentionally Left Blank]

IN WITNESS WHEREOF, the Parties hereto have made and executed this Amendment: Broward County, through its Board of County Commissioners, signing by and through its Mayor or Vice-Mayor, authorized to execute same by Board action on the 28th day of April, 2026; and Provider, signing by and through its duly authorized representative.

COUNTY

ATTEST:

Broward County, by and through its Board of County Commissioners

By: \_\_\_\_\_  
Broward County Administrator, as  
ex officio Clerk of the Broward County  
Board of County Commissioners

By: \_\_\_\_\_  
Mark D. Bogen, Mayor

\_\_\_\_\_ day of \_\_\_\_\_, 2026

Approved as to form by  
Andrew J. Meyers  
Broward County Attorney  
115 South Andrews Avenue, Suite 423  
Fort Lauderdale, Florida 33301  
Telephone: (954) 357-7600

**Ronald Honick** Digitally signed by Ronald Honick  
Date: 2026.04.14 09:36:02 -04'00'  
By: \_\_\_\_\_  
Ronald J. Honick, III (Date)  
Assistant County Attorney

**Karen S. Gordon** Digitally signed by Karen S.  
Gordon  
Date: 2026.04.14 09:45:00 -04'00'  
By: \_\_\_\_\_  
Karen S. Gordon (Date)  
Senior Assistant County Attorney

RJH/bh  
FCFH 23-CP-HCS-6930-01 Am03  
04/09/2026  
#60070



**EXHIBIT D-2 – Outcomes (Revision #1)**

**Agency Information**

Agency:

Contract Number and Program:

Quarter (Check One):    Q1 (Oct–Dec)    Q2 (Jan – Mar)    Q3 (Apr – Jun)    Q4 (Jul – Sep)

Date Completed:

**Section 1: Quality Assurance and Organizational Capacity**

Alliance of Information & Referral Systems (AIRS) Standards Status:

Accreditation: American Association of Suicidology Crisis Center Status:

Describe improvements/changes made to client services and/or service delivery this quarter and other activities to enhance the quality of services provided:

**Section 2: Referral Demand & Taxonomy-Based Analysis**

This table reflects the total number of community services to which Provider referred residents, organized using the 211 Human Services Indexing System (“211HSIS”). By accurately identifying needs and matching callers to verified resources, Provider ensures timely access to essential supports that promote stability and well-being. Each referral represents a meaningful step toward reducing barriers, preventing crises, and strengthening long-term self-sufficiency.

<b>211HSIS Reference</b>	<b>QTR</b>	<b>YTD</b>
1. Arts, Culture, and Recreation		
2. Clothing/Personal/Household needs		
3. Disaster Services		
4. Education		
5. Employment		
6. Food/Meals		

<b>211HSIS Reference</b>	<b>QTR</b>	<b>YTD</b>
7. Health Care		
8. Housing		
9. Income Support/Assistance		
10. Individual, Family and Community Support		
11. Information Services		
12. Legal, Consumer and Public Safety Services		
13. Mental Health/Substance Use Disorders		
14. Other Government/Economic Services		
15. Transportation		
16. Utility Assistance		
17. Volunteers/Donations		
<b>Grand Total</b>		

**Top 5 Agencies Receiving Referrals**

1.	
2.	
3.	
4.	
5.	

**Section 3: Community Needs Assessment & Service Utilization Analysis**

This table captures the most frequently identified needs expressed by Clients during calls received by Provider, based on 211HSIS. By analyzing these patterns in the provided data, County may gain insight into emerging community challenges and service gaps.

**Top 10 Taxonomy Term Service Needs**

1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

**Section 4: County-Funded Service Impact & Performance**

	QTR	YTD
<b>Clients Served</b>		
1. Total Number of Unduplicated Clients Served (unduplicated interactions)		
<b>Client Satisfaction Survey Results</b>		
1. Total Number of Client Surveys Administered		
2. Total Number of Client Surveys reporting satisfaction with Services		
<b>Crisis Prevention &amp; Intervention</b>		
1. Total Number of Suicide/Homicide Safety Assessments		
2. Total Number of Scheduled Crisis Call follow-up calls		
3. Total number of Scheduled Crisis Call follow-up calls made within 7 business days.		
4. Percentage of Crisis Calls managed without involving Emergency Dispatch		
Total number of individualized crisis safety plans developed with Clients to reduce risk and promote stability.		

**Section 5: Call Performance Monitoring**

	QTR	YTD
1. Total Number of 211 general calls		
2. Total Number of Long Abandons 211 general calls		
3. Average Wait Time of 211 General Calls		
4. Total Number of 211 Crisis Calls		
5. Total Number of Abandons 211 crisis calls		
6. Average Wait Time of 211 crisis calls		

**Section 6: Successes, Challenges & Trends (Narrative)**

**EXHIBIT E – REQUIRED REPORTS AND SUBMISSION DATES  
(Revision #2)**

Provider must submit all reports and documents listed in this exhibit by their respective due dates to the Contract Manager, unless another recipient or submission method is specified below.

<b>Report</b>	<b>Due Date/Frequency</b>	<b># Copies</b>
Equal Employment Opportunity Policy	Due prior to execution of the Agreement and upon revision by Provider	1 copy
Americans with Disabilities Act Policy		1 copy
Nondiscrimination Policy, if applicable		1 copy
CBE Policy, if applicable		1 copy
Certificate of Insurance/Self-insured Verification		1 copy
County’s Federal Funding Accountability and Transparency Act (FFATA) Data Collection Form, if applicable	Due within ten (10) days after execution of the Agreement	1 copy
Continuity Plan (formerly, Continuity of Operations Plan or COOP)	Due upon execution of the Agreement and annually on April 15th	1 copy
Line-Item Budget	Due upon execution of the Agreement and with the submission of the annual final invoice on October 10th	1 copy
Invoice and supporting documentation	On or before 10th day of each month Invoices are either emailed to CPD@broward.org with a copy to the Contract Manager or mailed to: Community Partnerships Division 115 S. Andrews Avenue, Suite A-370 Fort Lauderdale, Florida 33301	1 copy
Quarterly Demographic/Performance Report	Due quarterly (specifically, on January 10th, April 10th, July 10th, and October 10th)	1 copy
Current Certificate of Insurance	Due prior to expiration; submit to Repository with a copy to the Contract Manager	1 copy
Audited Financial Statements	Due within 180 days after the close of Provider’s fiscal year end; submit to Repository with a copy to the Contract Manager	1 copy
State Financial Assistance Reporting Package, if applicable		
Monitoring and/or Accreditation Reports from other agencies or funding sources	Due within 30 days after receipt	1 copy
Incident Reports	Due upon request and in accordance with the Provider Handbook	1 copy
Organizational Profile	Due upon request – Send directly to First Call for Help of Broward, Inc., d/b/a 2-1-1 Broward	1 copy

**Note: Failure to submit the foregoing reports on or before the due date will result in the suspension of any payments due by County to Provider.**