



**CONTINUOUS IMPROVEMENT INITIATIVE (CII)
GUIDELINES
2023-2024**

Application cycle deadlines for 2023-2024:

November 7, 2023 • February 6, 2024 • May 7, 2024 • August 6, 2024

Applications submitted after the established deadlines for each cycle will not be reviewed until the next cycle.



ATTENTION

Effective FY 23-24 the CII is available for IT infrastructure only and is now administered directly by the Children's Services Council of Palm Beach (CSC).

Review CII Guidelines thoroughly prior to submitting application.

Hardware and/or software for staff that are not part of a CSC funded program is an ineligible expense. Hardware and/or software for newly created or future positions are ineligible. Exceptions include requests for antivirus software, cyber security or computer operating systems used by the entire organization.

Applications that fail to meet the criteria below will be automatically disqualified from the review and approval process.

In order for any application to be considered for funding, it must:

1. Meet the specific criteria set forth in the guidelines.
2. Include a completed and signed application cover page. Application must be signed by Executive Director.
3. Provide complete, specific, and adequate answers to all questions.
4. Include all required supporting documents (computer inventory, quotes, IT plan).

If you have any questions prior to submitting, see Section 8 for who to contact.

Section 1: What is the purpose of the Continuous Improvement Initiative (CII)?

Develop an effective and sustainable technology infrastructure that improves the productivity of the overall organization and administrative staff, as well as programs and staff funded by CSC.

Section 2: Which organizations are eligible for funding?

CSC-funded nonprofit organizations directly funded by CSC and those organizations that are subcontracted to provide services on behalf of CSC (Mentoring and Special Needs) between October 1, 2023 - September 30, 2024. See page 2 for a listing of organizations eligible for CII for FY 23-24. Organizations receiving funding under Community Driven Initiatives (CDI) or Strong Minds programs receiving Tiered Reimbursement are not eligible for this grant.

Organizations Eligible for Continuous Improvement Initiative for FY 23-24	
211 Palm Beach, Treasure Coast	Lutheran Services
American Association of Caregiving Youth*	Milagro Center*
Arc (The)	Nonprofits First
BIWI*	Palm Beach County Food Bank
Boys and Girls Club*	Pathways to Prosperity
Boys Town of South Florida	PBC Behavioral Health Coalition
Center for Child Counseling	Prime Time Palm Beach County, Inc.
Center for Family Services of PBC, Inc. (The)	Redlands Christian Migrant Association
Children's Forum	Resource Depot, Inc.
Children's Home Society of FL, S. Coastal Division	Ruth Rales Jewish Family Service*
Children's Place at Home Safe, Inc. (The) dba Home Safe, Inc.	Sickle Cell Foundation of Palm Beach County, Inc.,
Clinics Can Help**	Student Aces*
Compass, Inc.*	T. Leroy Jefferson*
Community Partners of South Florida	Take Stock In Children*
Connect to Greatness*	Urban League of Palm Beach County
Digital VibeZ*	Youth Empower to Prosper*
Early Learning Coalition of Palm Beach County	Xcel Strategies, Inc.*
Easter Seals Florida, Inc.	
Families First of Palm Beach County	
Ferd & Gladys Alpert Jewish Family & Children's Service of PBC*	
Florence Fuller Child Development*	
Florida Rural Legal Services, Inc.	
FoundCare	
Grandma's Place**	
Guatemalan-Maya Center	
Healthy Mothers/Healthy Babies Coalition of PBC, Inc.	
Inner City Innovators*	
Lake Worth West Resident Planning Group dba Family Impact	
Legal Aid Society of Palm Beach County, Inc.	
Literacy Coalition of Palm Beach County, Inc.	
*Eligible due to Mentoring Contract with United Way PBC	
**Eligible due to Special Needs Contract with United Way PBC	

PLEASE NOTE: If your organization received grant funding from United Way of Palm Beach County for IT Infrastructure between October 1, 2022 and September 30, 2023, you must wait twelve months from the date of your award before applying for funding under this grant opportunity.

For eligibility questions, please contact:

Kasha Kitts, CSC Director of Program: CII@cscpsc.org or 561-374-7566

Section 3: What can an organization receive funding for?

There is one category of support available:

Category	Maximum Request Limit *
Improving IT Infrastructure	Up to \$20,000

Organizations may submit one application during a twelve-month period. If an organization received an award for IT Infrastructure in a 12-month period, even if the maximum funding amount was not awarded, they are not eligible to apply until 12 months after the award letter date. **Funds will be awarded on a first-come, first-served basis.**

*Organizations with requests greater than the maximum funding available (\$20,000) must provide narrative in question 6 of the application on how they will fund the difference.

Section 4: How can the funding be used?

IMPROVING IT INFRASTRUCTURE

Funding is available to support the costs of hardware and software, including installation and training support. Funding request must align with the criteria below.

Organizations applying for funding must submit the following:

1. A proposal from the IT vendor who conducted a technology assessment of the organization's infrastructure, OR a copy of the organization's formal Technology Plan. See Appendix A of the guidelines (Sample Technology Plan) for an example of the information to be included in a formal organization Technology Plan.
2. If the application includes a request for computers, a current computer inventory for **all** staff is required. The computer inventory must include all staff, not just staff requesting to receive a new computer. See Appendix B of the guidelines (Sample organization Computer Inventory) for an example of all required information that must be included in your organization computer inventory.
3. A minimum of 2 quotes is required for any IT Infrastructure request (hardware, software and/or service) unless the quote provided is through a cooperative procurement agreement or state/federal purchasing contract (e.g., National Joint Powers Alliance (NJPA), State of Florida IT Contract, GSA Schedule, etc.). If the organization has a contract agreement with a specific IT vendor, comparable quotes still must be provided for hardware and software. Details must be provided in question 4 on the application.

NOTE: Question 4 (table) should only include the vendor the organization has chosen.

- a. IT Infrastructure hardware quotes must have comparable specifications. At a minimum, hardware specifications should include the following: processor, RAM, hard drive, operating system, and warranty.
- b. See Appendix C (Specifications & Resources) for a list of minimum required specifications for hardware. Equipment not meeting these minimum specifications can be requested if sufficient justification is provided as to the business reason for deviation.

The following outlines ELIGIBLE expenses:

Hardware Expenses

1. Hardware for staff in a funded CSC program is an eligible expense. Examples: laptop, docking station, desktop, monitor, etc.
NOTE: Requests to replace computers that have been purchased with CSC funds for use by funded program staff at select organizations may be supported through CSC's Computer Replacement Initiative. An exemption to this is delineated in item #1 - ineligible expenses.
2. Hardware for staff who support the entire organization is an eligible expense. Examples: finance, human resources, and administrative positions.

3. Infrastructure needs related to the entire organization are eligible expenses. Examples: server, network equipment, phone system, etc.
NOTE: Cloud-based solutions are recommended however, physical solutions can be requested with proper justification to support the request. A cloud-based solution may not be appropriate for all applications but is always worth comparing to physical hardware to reduce capital expenses and provide disaster recovery options.
4. Battery backup for a desktop, server, etc. is an eligible expense, but a battery backup for a laptop is not an eligible expense.

Software Expenses

As software applications move to the cloud, the fee for the first year of an annual subscription and any costs are eligible expenses.

1. Software such as Microsoft Office for staff in a funded CSC program and staff who support the entire organization (e.g. finance, human resources, IT, and administrative positions) is an eligible expense.
2. Antivirus and computer operating system software for all organization staff is an eligible expense.

The following list outlines **INELIGIBLE** expenses:

Hardware Expenses

1. If a position is funded by CSC at **or above the 50%**, they would be ineligible for CII, however, could be eligible through the Computer Replacement Initiative. Contact your CSC Program Officer with specific questions related to the initiative.
2. The purchase of an additional computer for a staff position is an ineligible expense. Example: desktop and laptop issued to one staff position.
3. Hardware solely for the use of clients is an ineligible expense.
4. Hardware less than 5 years old will not be replaced unless there is an issue. Details must be provided in the narrative section of question 1 on the application.
5. Monitors less than 10 years old will not be replaced unless there is an issue. Details must be provided in the narrative section of question 1 on the application.
6. Battery backup for a laptop is an ineligible expense.

Software Expenses

1. Ongoing annual subscription fees are an ineligible expense. Details must be provided in the narrative section of question 4 on the application describing how the organization will pay for the ongoing annual subscription fees.
2. CII funds are not intended to support newly created or future positions therefore, software for newly created or future positions are ineligible.
3. Customer Relation Management (CRM) software used for fundraising purposes only is an ineligible expense.

Other Ineligible Expenses

1. Hardware and/or software for staff that are not part of a CSC funded program is an ineligible expense. Exceptions include requests for antivirus or computer operating system software.
2. Funding for website development is an ineligible expense.
3. Funding for ongoing maintenance support from technology vendor is an ineligible expense.
4. Funding to purchase office supplies/equipment. Examples: USB flash drives, printer cartridges, paper shredders, laptop cases, etc. is an ineligible expense.
5. Funding to lease office equipment. Example: copy machine, printers, etc. is an ineligible expense.
6. Funding to train staff to use a fundraising software system is an ineligible expense.
7. CII funds will not be awarded for items or services purchased prior to submission of application.

NOTE: Cybersecurity software is recommended to replace antivirus software since most cybersecurity attacks are malware and preventable through intrusion prevention software applications. We recommend exploring software that is focused on behavioral analytics of your computer instead of a traditional definition driven antivirus solution. Examples: Cylance, Carbon Black, SentinelOne, CrowdStrike, etc.

If you have questions about specific technology supports please reach out to:

Robert Kurimski, CSC Chief Information and Technology Officer: CII@cscpb.org

Section 5: How to submit an application

Applications are available for download at:

Children's Services Council of Palm Beach County [Continuous Improvement Initiative | Children's Services Council \(cscpb.org\)](https://www.cscpb.org/continuous-improvement-initiative)

Applications that fail to meet the criteria below will be automatically disqualified from the review and approval process.

In order for any application to be considered for funding, it must:

1. Meet the specific criteria as set forth in the guidelines.
2. Include a completed and signed application cover page. Application must be signed by Executive Director.
3. Provide complete, specific, and adequate answers to all questions.
4. Include all required supporting documents (computer inventory, quotes, IT plan).
5. If an application exceeds the maximum funding allowed, a description of how the organization will fund the difference must be provided in Question. 6 of application.

Applications must also include the following:

- Technology Plan
- Organization Computer Inventory
- Two quotes from vendors, if required per the Guidelines

Application and all attachments must be submitted as a single PDF document and electronically sent to:

CII@cscpb.org

Subject line title as follows:

Continuous Improvement Initiative Application – [Name of organization]

NOTE: Hard copy applications will not be accepted.

Section 6: Application review and approval process

CSC will review the applications and make recommendations for funding.

Applications will be reviewed quarterly on an annual basis. Applications must be submitted by the established deadlines to be considered during that funding cycle. Applications submitted after the established deadlines will not be reviewed until the next cycle.

The following deadlines have been established, contingent upon availability of funding:

Cycle	Application Deadline
Cycle 1	November 7, 2023
Cycle 2	February 6, 2024
Cycle 3	May 7, 2024
Cycle 4	August 6, 2024

Section 7: What documentation must be submitted after the services and/or project is complete?

Following the completion of services/ or project, the organization will be required to submit a Project Completion Report (See form on website). The report must also include:

1. A Financial Reconciliation Statement ([Continuous Improvement Initiative | Children's Services Council \(cscpsc.org\)](https://www.cscpsc.org))
2. With attached financial reconciliation of funds from the vendor that the funds have been used as intended and described in the application. Examples of financial documentation include: invoices from vendor, copy of cancelled check made payable to the vendor, etc.

The Project Completion Report ([Continuous Improvement Initiative | Children's Services Council \(cscpsc.org\)](https://www.cscpsc.org)) and the Financial Reconciliation Statement ([Continuous Improvement Initiative | Children's Services Council \(cscpsc.org\)](https://www.cscpsc.org)) must be submitted to CSC no later than one year from the date of the award.

Any funds unexpended or unaccounted for must be returned to CSC. Please note that failure to submit the report by the due date could result in your organization having to return these funds and/or could affect future requests for funding under the Continuous Improvement Initiative.

NOTE: The funding received can only be used for the purposes described in the approved application. Any deviation must be requested in writing and you must receive prior approval in writing from CSC.

Project Completion Report and all attachments must be submitted as a single PDF document and electronically sent to:

CII@cscpsc.org

Subject line title as follows:

Continuous Improvement Initiative Completion Report – [Name of organization]

Section 8: Who can an organization contact with questions?

For questions regarding CII guidelines, application and/or reporting requirements or CSC's Computer Replacement Initiative, please contact:

Kasha Kitts, CSC Director of Program: CII@cscpsc.org or 561-374-7566

Appendix A Sample Technology Plan

Mission Statement

Organization mission statement here.

Current State of Technology

This section should include a summary about the current state of the IT infrastructure and any related issues. The issues do not have to be existing but should be inevitable if the obsolete technology is reaching [or has already reached] its end of life. Examples: Servers, network equipment [firewalls, switches, routers, etc.], phone systems, copiers, and scanners.

Keep in mind a current computer inventory for all staff is required and computers will not be covered by the Continuous Improvement Initiative if the replacement computers requested are positions funded 50% (or more) by Children’s Services Council. See Section 4C of the guidelines for more information. These positions will be funded directly through the Computer Replacement Initiative and are not limited to the \$20,000 maximum by the Continuous Improvement Initiative.

Proposed Technology Plan

This section should include the proposed technology requested and the rationale behind the equipment selected. An organization may come up with a solution based on a professional opinion (e.g., IT vendor, board member, etc.), IT committee formed to address the organization’s concerns, or staff recommendations backed by research performed identifying why the proposed solution will resolve the current issues.

Two quotes are required for any IT request (hardware, software and/or service) unless the quote provided is through a cooperative procurement agreement or state/federal purchasing contract (e.g., National Joint Powers Alliance (NJPA), State of Florida IT Contract, GSA Schedule, etc.). If the organization has a contract agreement with a specific IT vendor, comparable quotes still must be provided for hardware and software.

Implementation Timeline of Plan

This section should include the implementation timeline of the entire technology plan.

Technology Plan Budget

The following is an example of the information to include in the technology plan budget. Remember to attach a copy of each quote.

Quantity	Description	Purchasing Method	Vendor	Unit Price	Total
5	Dell i5 desktop PC, 16GB RAM, 512GB SSD, 23" Monitor, 5 year warranty	FL State Contract	Dell	\$1,225.00	\$6,125.00
2	Dell PowerEdge Server, 32GB RAM, 2TB RAID 5 Storage, 5 year warranty	FL State Contract	Dell	\$3,200.00	\$6,400.00
5	Microsoft Office 2019 Professional Plus	501c3 Charity	Techsoup	\$40.00	\$200.00
2	Microsoft Server Essentials 2022	501c3 Charity	Techsoup	\$37.00	\$74.00
1	HP Network Laser Printer	3 quotes attached	CDW	\$1,200.00	\$1,200.00
10	IT Support to implement solution	Current IT Vendor	IT Vendor	\$75.00	\$750.00
Total					\$14,749.00

Appendix B Sample Organization Computer Inventory

The following is an example of all required information that must be included in your organization computer inventory. A current computer inventory for all staff must be submitted with your Improving IT Infrastructure application.

IMPORTANT: Highlight the computer equipment you are requesting for replacement.

Staff Name (First and Last)	Position/Title	Position Supports Organization or Program (Organization /Name of Program)	Computer Manufacturer (Brand Name)	Type of Computer (Laptop/Desktop)	Computer Model	Operating System	Date of Purchase (M/DD/YYYY)
Brian Coach	Executive Director	Organization	Lenovo	Laptop	IdeaPad	Windows 10	2/15/2020
Emma Jones	Administrative Asst	Organization	HP	Desktop	OptiPlex 3020	Windows 10	7/7/2020
Alice Brown	Receptionist	Organization	Lenovo	Desktop	ThinkCentre E73	Windows 7	11/15/2018
Jane Smith	Finance Director	Organization	Dell	Laptop	Latitude 7100	Win 10	1/1/2018
Sally Duncan	Volunteer Coordinator	Organization	Dell	Laptop	Latitude 5580	Windows 10	5/17/2021
Anne Johnson	Grant Writer	Organization	Dell	Laptop	Latitude 3590	Windows 10	7/7/2021
Peter Miller	Marketing Manager	Organization	Dell	Laptop	Latitude 3500	Windows 10	4/2/2022
Ted Burns	Program Coordinator	ABC Program	Dell	Laptop	Latitude 3500	Windows 10	2/22/2021
John Baker	Therapist	ABC Program	Dell	Laptop	Latitude 7000	Win 10	10/1/2022
Charlotte Williams	Program Coordinator	123 Program	Toshiba	Laptop	Satellite C55D	Win 8	10/1/2017
Tammy Hill	Therapist	123 Program	Toshiba	Laptop	Satellite C55D	Win 8	10/1/2018
Client Use	Resource Room	Not Applicable	Dell	Desktop	OptiPlex 3020	Windows 10	4/8/2020
Not Applicable	Conference Room	Organization	Dell	Desktop	OptiPlex 3020	Windows 10	4/8/2021

Appendix C

Specifications & Resources

CSC can assist in the procurement of any IT hardware if you are not able to meet these price points. We strongly suggest the 5-year next business day warranty with all PC equipment purchased. This is our standard for all IT equipment purchased to minimize the risk of incurring expensive repairs during the most expensive years of ownership (year 4 and 5).

BASE HARDWARE MINIMUM REQUIREMENTS (effective 10-2023)

Desktop:

Cost: Up to \$1,000

- Intel i5 or comparable AMD Processor (latest generation is recommended)
- 16GB of RAM
- 512GB Solid State Drive (SSD)
- Windows 11 Pro
- 4-year warranty (5-year warranty with next day business support is recommended)

Laptop (desktop replacement):

Cost: Up to \$1,375

- Intel i5 or comparable AMD Processor (latest generation is recommended)
- 16GB of RAM
- 512GB Solid State Drive (SSD)
- Windows 11 Pro
- 4-year warranty (5-year warranty with next day business support is recommended)

Basic Laptop (basic internet/ presentations):

Cost: Up to \$800

- Intel i3 or comparable AMD Processor (latest generation is recommended)
- 256GB Solid State Drive (SSD)
- 8GB of RAM
- Windows 11
- 4-year warranty (5-year warranty with next day business support is recommended)

NOTE: 2-in-1 laptops are recommended for all laptop replacements and can be purchased within the price points provided.

Tablet:

Cost: Up to \$500

- 64GB Tablets are recommended unless additional storage is warranted, and proper justification is provided.

Docking Station (if required):

Cost: Up to \$200

- This is an option for laptop users who spend time in the office and away from their desk

Monitor (if required):

Cost: Up to \$270

- 1-year warranty (3-year advanced replacement warranty is recommended)
NOTE: Minimum 22" size LCD or LED Wide Screen Monitor and Docking station can be requested with the purchase of a laptop if the proper justification is provided. Monitors are still only replaced every 10 years.
Example: I am purchasing a laptop to replace a desktop computer. My desktop is 5 years old.
Solution: Purchase a laptop and docking station. The monitor from your desktop can be used with your new laptop and will be eligible for replacement once it reaches 10 years old.

Server:

Cost of Server will vary based on the use and application per server

- 5-year warranty

ADDITIONAL NOTES:

1. As a security best practice, we recommend enabling data encryption on all your PC equipment.
2. Microsoft BitLocker is a free way to encrypt your laptop or desktop and can be managed by a central encryption management console if additional software is purchased. BitLocker comes standard with Windows 11 Pro.
3. Computer monitors less than 10 years old will not be replaced unless there is an issue. Details must be provided in the narrative section of question 1 on the application.
4. Computer hardware less than 5 years old will not be replaced unless there is an issue. Details must be provided in the narrative section of question 1 on the application.
5. Hardware above the base specifications can be requested with full justification as to the business need and why the base model cannot meet the business requirement.

SOFTWARE RESOURCES

The following are resources available for non-profit organizations, and organizations are strongly encouraged to check these websites prior to submitting a CII request for IT infrastructure:

1. Techsoup – <http://www.techsoup.org> – Provides a broad array of deeply discounted software for a small administrative fee. Some of the software available includes: Adobe, Microsoft, Intuit, Symantec, etc.
2. Microsoft Nonprofit Licensing - <http://www.microsoft.com/nonprofit> - Provides every nonprofit resource that Microsoft offers through a single website. Some of the most exciting products that Microsoft offers for FREE includes: Microsoft Office 365 (online email suite), SharePoint (online collaboration), OneDrive (cloud storage for files), and Skype for Business. Microsoft additionally offers many advanced products for 50% - 90% off MSRP retail pricing.