

Office of Inspector General City of Jacksonville, Florida



Investigation
Kids Hope Alliance
Certificates of Liability Insurance
2025-0000017

September 10, 2025

Matthew J. Lascell
Inspector General

Executive Summary

In February 2025, the Office of Inspector General (OIG) initiated an administrative investigation regarding alleged contract improprieties within City Contracts (Contracts) between Kids Hope Alliance (KHA) and various Contractors. The OIG focused on the following Contracts administering youth-related services:

- Contract Number 70938-24 between KHA and The Jax Gents Inc.
- Contract Number 70735-23 between KHA and Fresh Word Ministries Inc.
- Contract Number 70642-23 between KHA and A Life For A Life International Inc.
- Contract Number 70604-23 between KHA and Tiphne Darshay Hollis Foundation Inc.
- Contract Number 70714-23 between KHA and Visionary Dreamers of Today Foundation Inc.
- Contract Number 70679-29 between KHA and Made A Way Foundation, Inc.

According to allegations received by the OIG, these Contractors failed to comply with their Contracts in several ways, including failure to maintain the required insurance coverage throughout their Contract terms via Certificates of Liability Insurance (COIs)¹ and notifying KHA of any changes in their insurance coverages, such as cancellations, expirations, and non-renewals.

Based on the OIG's investigation, the following matters were discovered:

- Contractors failed to submit COIs in a timely manner in accordance with their Contracts and Requests for Proposal (RFPs).
- Contractors failed to maintain the required insurance coverage throughout their Contract terms via COIs in accordance with their Contracts and RFPs.
- Contractors failed to provide thirty (30) days' written notice to KHA of any change in insurance coverage, including cancellation and expiration in accordance with their Contracts and RFPs.
- KHA and the Contractors amended Contracts without the Contractors possessing the required insurance coverage via COIs.
- Contractors were unable to secure the necessary insurance coverage as specified in the Contracts and RFPs. KHA did not take any steps to suspend or terminate the Contracts.

¹ A Certificate of Liability Insurance is a document proving a business has liability insurance coverage. It serves as verification to clients, vendors, or business partners that the company is insured against claims of property damage, bodily injury, or other liabilities.

Background

KHA is a funding agent for the City of Jacksonville (COJ). KHA invests millions annually in children's and youth programs and services in Duval County, simultaneously managing their implementation and monitoring their outcomes. Through the funding of third-party Providers and strategic partnerships with local non-profit organizations, KHA works to ensure thousands of at-risk children and youth have access to a continuum of critical services, including academics, enrichment, nutrition, and mental health. The OIG conducted an administrative review of Contracts providing youth-related services and all available documents to ensure Contract compliance.

Allegations

Contractors doing business with KHA failed to comply with their Contracts in several ways, including failure to maintain the required insurance coverage throughout the Contract terms and notifying KHA of any changes in their insurance policies, such as cancellations, expirations, and non-renewals.

Governing Directives

Request for Proposal Records

The OIG reviewed the RFPs Specifications associated with Contracts between KHA and the various Contractors, which collectively stated the following information in part and summary related to Insurance Requirements, Contract Suspension, and Termination:

Insurance Requirements: The Contractor and its subcontractors shall always, during the term of the Contract, procure prior to commencement of work to maintain coverage for the life of this Agreement.

Additional Insurance Provisions: The Contractor shall provide an endorsement issued by the insurer to provide the COJ thirty (30) days' prior written notice of any change in the above insurance coverage limits or cancellation, including through expiration or non-renewal. If such endorsement is not provided, the Contractor shall provide said thirty (30) days' written notice of any change in the above coverages or limits, or of coverages being suspended, voided, cancelled, including through expiration or non-renewal.

Method of Payment: An active Contractor's COI and/or License/Exemption (if applicable) is required to operate the program. Contracts may be signed without these documents on file; however, programming should not begin, and reimbursements will not be made until the documents are submitted and approved.

Buyer's Right to Suspend Work: KHA may, in its sole discretion, suspend any or all activities under the Contract by providing written notice to the Contractor at least five (5) days in advance that

outlines the particulars of suspension. Within ninety (90) days of providing such notice, or within any longer period agreed to by Contractor, KHA shall either (1) authorize the resumption of work, at which time activity shall resume, or (2) terminate the Contract in accordance with the applicable termination provisions.

Buyer’s Right to Terminate for Convenience: KHA reserves the right to terminate the Contract at any time and for any reason by giving written notice to the Contractor. If the Contract is terminated for convenience as provided herein, Buyer will be relieved of all further obligations other than payment for that amount of Services performed to the date of termination.

Buyer’s Remedies Upon Contractor Default: Any one or more of the following events, if not cured within ten (10) calendar days after Contractor’s receipt of written notice thereof, shall constitute an “Event of Default” on the part of Contractor: (1) Contractor fails to perform the Services within the time specified in the Contract or any extension, (2) Contractor fails to maintain adequate progress, thus endangering performance of the Contract, (3) Contractor fails to honor any other material term of the Contract, or (4) Contractor fails to abide by any statutory, regulatory, or licensing requirement. The buyer may extend the 10-day cure period in its discretion.

Contract Number 70938-24 between KHA and The Jax Gents Inc.

The OIG reviewed COJ records, including KHA and Risk Management records, related to Contract Number 70938-24 between KHA and The Jax Gents Inc. (Jax Gents) regarding the Capacity Building: Emerging Provider Academy. This Contract indicated the COI, which was described as the proof of insurance, was due at the “*Start of the Contract and upon certificate renewal*” by October 31, 2023. This Contract could be renewed for up to three (3) additional one (1) year periods by KHA upon satisfactory performance by Jax Gents. This Contract underwent various Amendments and indicated the following information:

Contract Type	Contract Effective Date	Contract Effective Term	Contract Expiration Term	# of Proposed Children
Contract	October 1, 2023	October 1, 2023	May 31, 2024	
First Contract Amendment	June 1, 2024	June 1, 2024	May 31, 2025	FY 2024/2025: 400
Second Contract Amendment	May 22, 2025	June 1, 2025	May 31, 2026	FY 2025/2026: 30-35 Monthly/300 Annually

Based on the OIG’s review, the OIG determined the following information related to Contract Number 70938-24 between KHA and Jax Gents:

COI records indicated the following COIs and insurance policies for Jax Gents during their Contract term:²

² The COI Approval Date is the date the COI was approved by Risk Management.

COI Date	COI Approval Date	Insurance Policy Type	Policy Effective Date	Policy Expiration Date
December 6, 2023	December 21, 2023	Commercial General Liability, Abuse Molestation	December 1, 2023	December 1, 2024
January 31, 2025	**COI Cancellation**	Commercial General Liability, Professional Liability, Abuse Molestation	December 1, 2023	September 18, 2024
March 17, 2025	March 19, 2025	Commercial General Liability, Professional Liability, Abuse Molestation	January 6, 2025	January 6, 2026
		Automobile Liability	January 6, 2025	January 6, 2026

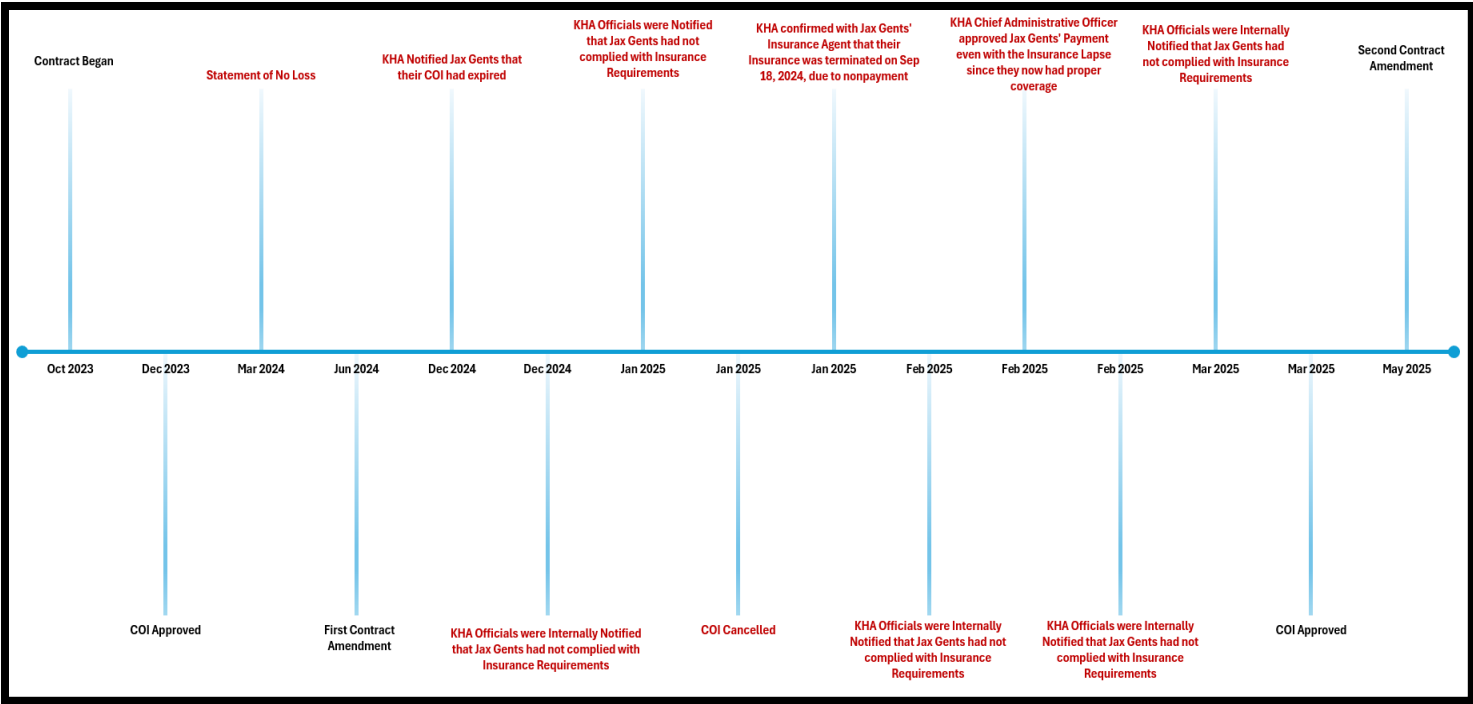
A Statement of No Loss³ dated **March 10, 2024**, from the Jax Gents' Executive Director regarding Policy Number 08533520 certified there were no known losses, accidents, or circumstances that might give rise to a claim from **September 18, 2024**, through **March 13, 2025**.

In May 2025, the OIG requested records from KHA related to Jax Gents' insurance coverage. KHA responded, *"Provider had a lapse in coverage from 9/18/24 until 1/6/25 due to nonpayment. A statement of no loss is attached to the approved COI. The liability insurance was cancelled on 5/29/25. It was reinstated with no lapse in coverage on 6/2/25."*

OIG Timeline of Events

Based on the OIG's review, the OIG created the timeline below to illustrate the relevant events:

³ A Statement of No Loss is a document or letter confirming you have not experienced any losses or damages potentially leading to insurance claims. It is often required by insurers when reinstating a policy or applying for new coverage, ensuring no claims have occurred during a specified period.



Findings

According to the Contract, the COI was due at the “*Start of the Contract and upon certificate renewal*” by **October 31, 2023**. Based on records reviewed, the OIG determined the COI was dated **December 6, 2023**, but was not approved by Risk Management until **December 21, 2023**. According to the Contract RFP⁴, “*...Applicant shall at all times during the term of this Contract procure prior to commencement of work and maintain at its sole expense during the life of this Contract (and Applicant shall require its, subcontractors, laborers, materialmen and suppliers to provide, as applicable), insurance of the types and limits not less than amounts stated...*” Based on records reviewed, the OIG determined Jax Gents had a lapse in insurance coverage from **September 18, 2024**, through **January 6, 2025**, due to nonpayment. Then, Jax Gents’ liability insurance was cancelled on **May 29, 2025**, and reinstated with no lapses in coverage on **June 2, 2025**.

Contract Number 70735-23 between KHA and Fresh Word Ministries Inc.

The OIG reviewed COJ records, including KHA and Risk Management records, related to Contract Number 70735-23 between KHA and Fresh Word Ministries Inc. (Fresh Word Ministries) regarding the Afterschool and Summer Programming: Elementary Through High School. This Contract could be renewed for up to three (3) additional one (1) year periods by KHA upon satisfactory performance by Fresh Word Ministries. This Contract underwent various Amendments and indicated the following information:

⁴ RFP ESC-0422-23.

Contract Type	Contract Effective Date	Contract Effective Term	Contract Expiration Term	# of Students
Contract	August 1, 2023	August 1, 2023	May 31, 2024	FY 2023/2024 School Year: 60
First Contract Amendment	May 17, 2024	June 1, 2024	May 31, 2025	FY 2024/2025 School Year: 60
				FY 2024/2025 Summer: 40
Second Contract Amendment	August 15, 2024	June 1, 2025	May 31, 2025	FY 2024/2025 School Year: 60
				FY 2024/2025 Summer: 40
Third Contract Amendment	January 9, 2025	December 1, 2024	May 31, 2025	FY 2024/2025 School Year: 60
				FY 2024/2025 Summer: 40
Fourth Contract Amendment	May 1, 2025	June 1, 2025	May 31, 2026	FY 2025/2026 School Year: 60
				FY 2025/2026 Summer: 80

Based on the OIG's review, the OIG determined the following information related to Contract Number 70735-23 between KHA and Fresh Word Ministries:

COI records indicated the following COIs and insurance policies for Fresh Word Ministries during their Contract term:⁵

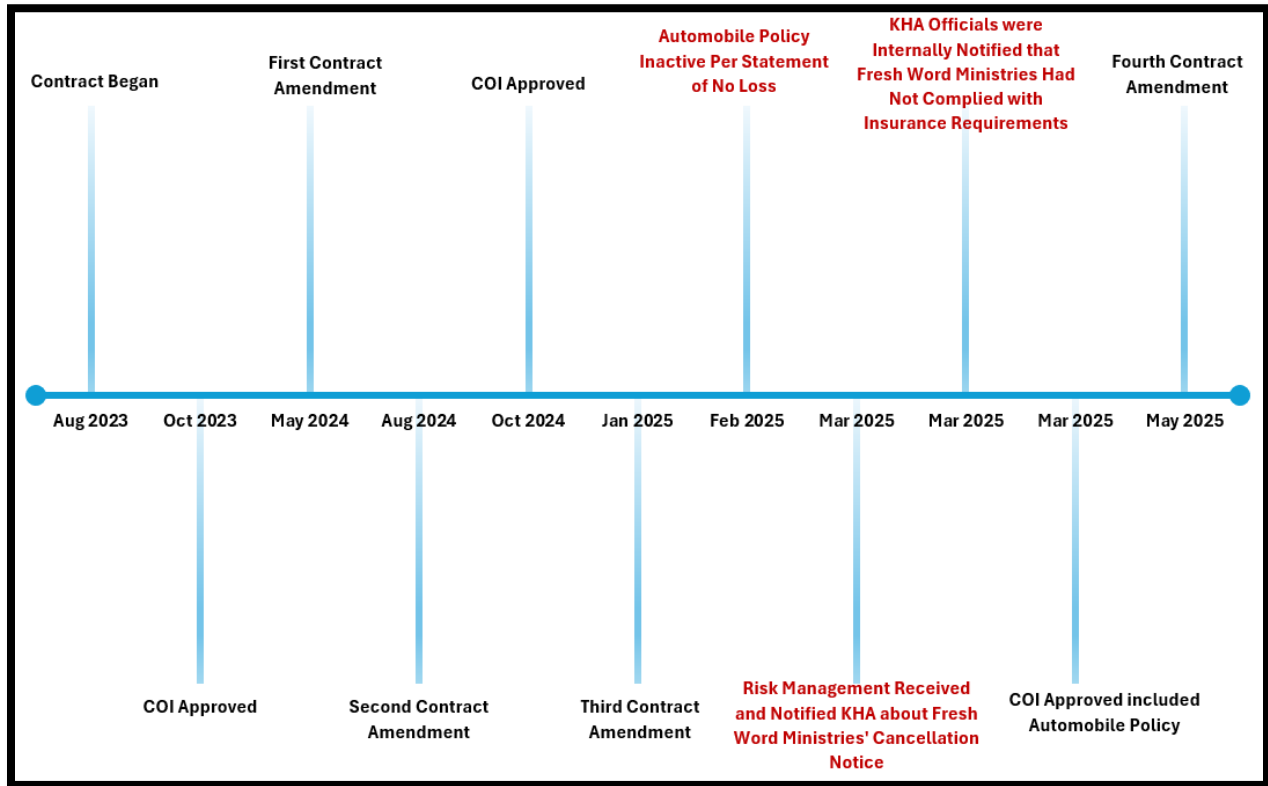
COI Date	COI Approval Date	Insurance Policy Type	Policy Effective Date	Policy Expiration Date
October 16, 2023	October 18, 2023	Commercial General Liability, Abuse Molestation	October 10, 2023	October 10, 2024
		Workers Compensation and Employers' Liability	October 13, 2023	October 13, 2024
October 16, 2024	October 17, 2024	Commercial General Liability, Abuse Molestation	October 10, 2024	October 10, 2025
		Automobile Liability	October 15, 2024	October 15, 2025
		Workers Compensation and Employers' Liability	October 13, 2024	October 13, 2025
March 19, 2025	March 20, 2025	Commercial General Liability, Abuse Molestation	October 10, 2024	October 10, 2025
		Automobile Liability	March 19, 2025	March 19, 2026
		Workers Compensation and Employers' Liability	October 13, 2024	October 13, 2025

An undated Statement of No Loss from a Fresh Word Ministries' authorized representative regarding Policy Number 04 APM-056657-01, related to their Automobile Liability Policy, indicated they certified there were no known losses, accidents, or circumstances that could give rise to a claim from **February 13, 2025**, through **March 19, 2025**. In May 2025, the OIG requested records from KHA related to Fresh Word Ministries' insurance coverage. KHA responded, "Provider had a lapse in coverage from **2/13/25** to **3/19/25** for auto insurance only. The insurance was cancelled. There is a no loss statement completed."

⁵ The COI Approval Date is the date the COI was approved by Risk Management.

OIG Timeline of Events

Based on the OIG's review, the OIG created the timeline below to illustrate the relevant events:



Findings

According to the Contract RFP⁶, "...Applicant and its subcontractors shall always during the term of this Agreement procure prior to commencement of work to maintain coverages for the life of this Agreement and shall be endorsed to name the City of Jacksonville and their respective members, officers, officials, employees, and agents as additional insured as indicated in the insurance provisions..." Based on records reviewed, the OIG determined Fresh Word Ministries had a lapse in Automobile Liability insurance coverage from **February 13, 2025**, through **March 19, 2025**, due to cancellation. The Statement of No Loss on file lacked a date; therefore, the OIG could not verify whether this document was submitted 30 days before the change in their insurance coverage.

⁶ RFP ESC-0349-23.

Contract Number 70642-23 between KHA and A Life For A Life International Inc.

The OIG reviewed COJ records, including KHA and Risk Management records, related to Contract Number 70642-23 between KHA and A Life For A Life International Inc (Life International) regarding the Afterschool and Summer Programming: Elementary Through High School. This Contract could be renewed for up to three (3) additional one (1) year periods by KHA upon satisfactory performance by Life International. This Contract underwent various Amendments and indicated the following information:

Contract Type	Contract Effective Date	Contract Effective Term	Contract Expiration Term	# of Students	Amendment Reason
Contract	August 1, 2023	August 1, 2023	May 31, 2024	FY 2023/2024 School Year: 60	
First Contract Amendment	May 17, 2024	June 1, 2024	May 31, 2025	FY 2024/2025 School Year: 60 FY 2024/2025 Summer: 60	
Second Contract Amendment	October 3, 2024	June 1, 2024	May 31, 2025	FY 2024/2025 School Year: 0 FY 2024/2025 Summer: 60	Decrease afterschool funding due to Life International being unable to obtain insurance coverage
Third Contract Amendment	January 9, 2025	June 1, 2024	May 31, 2025	FY 2024/2025 Summer: 60	
Fourth Contract Amendment	May 1, 2025	June 1, 2025	May 31, 2026	FY 2025/2026 Summer: 60	

Based on the OIG's review, the OIG determined the following information related to Contract Number 70642-23 between KHA and Life International:

COI records indicated the following COIs and insurance policies for Life International during their Contract term:⁷

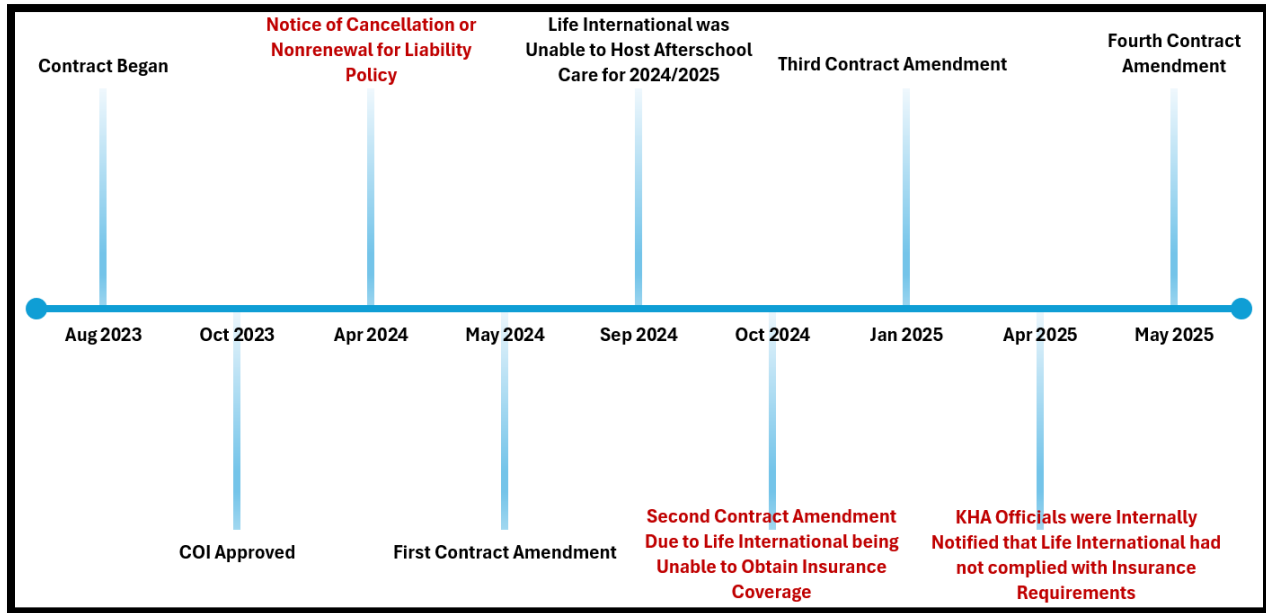
COI Date	COI Approval Date	Insurance Policy Type	Policy Effective Date	Policy Expiration Date
October 5, 2023	October 5, 2023	Commercial General Liability and Abuse Molestation	October 5, 2023	October 5, 2024
		Automobile Liability	October 5, 2023	October 5, 2024
		Workers Compensation and Employers' Liability	October 5, 2023	October 5, 2024

A Notice of Cancellation or Nonrenewal dated **April 2, 2024**, from an authorized representative of Life International's insurance company regarding Policy Number 0434658-08-657415, related to their Liability Policy, indicated their policy was cancelled or nonrenewed in accordance with the conditions of the policy, said cancellation or nonrenewal was effective on **April 17, 2024**. In May 2025, the OIG requested records from KHA related to Life International's insurance coverage. KHA responded, *"A Life for a Life International Inc provides summer programs. They had an approved COI for Summer 2024. They submitted their COI for Summer 2025 on **May 30, 2025** but requires a revision that the provider is working on."*

⁷ The COI Approval Date is the date the COI was approved by Risk Management.

OIG Timeline of Events

Based on the OIG's review, the OIG created the timeline below to illustrate the relevant events:



Findings

According to the Contract RFP⁸, "...Applicant and its subcontractors shall always during the term of this Agreement procure prior to commencement of work to maintain coverages for the life of this Agreement and shall be endorsed to name the City of Jacksonville and their respective members, officers, officials, employees, and agents as additional insured as indicated in the insurance provisions..." Based on records reviewed, the OIG determined Life International had a lapse in insurance coverage on **April 17, 2024**. They submitted a COI on **May 30, 2025**, but it required revision.

Contract Number 70604-23 between KHA and Tiphne Darshay Hollis Foundation Inc.

The OIG reviewed COJ records, including KHA and Risk Management records, related to Contract Number 70604-23 between KHA and Tiphne Darshay Hollis Foundation Inc. (Tiphne) regarding the Afterschool and Summer Programming: Elementary Through High School. This Contract could be renewed for up to three (3) additional one (1) year periods by KHA upon satisfactory performance by Tiphne. This Contract underwent various Amendments and indicated the following information:

⁸ RFP ESC-0349-23.

Contract Type	Contract Effective Date	Contract Effective Term	Contract Expiration Term	# of Students
Contract	August 1, 2023	August 1, 2023	May 31, 2024	FY 2023/2024 School Year K - 2: 40
				FY 2023/2024 School Year 3 - 5: 80
				FY 2023/2024 School Year 6 - 12: 80
First Contract Amendment	May 17, 2024	June 1, 2024	May 31, 2025	FY 2024/2025 School Year K - 2: 40
				FY 2024/2025 Summer K - 2: 40
				FY 2024/2025 School Year 3 - 5: 80
				FY 2024/2025 Summer 3 - 5: 60
				FY 2024/2025 School Year 6 - 12: 80
Second Contract Amendment	January 9, 2025	December 1, 2024	May 31, 2025	FY 2024/2025 Summer 6 - 12: 60
				FY 2024/2025 School Year K - 2: 40
				FY 2024/2025 Summer K - 2: 40
				FY 2024/2025 School Year 3 - 5: 80
				FY 2024/2025 Summer 3 - 5: 60
Third Contract Amendment	May 1, 2025	June 1, 2025	May 31, 2026	FY 2024/2025 School Year 6 - 12: 80
				FY 2024/2025 Summer 6 - 12: 60
				FY 2025/2026 School Year K - 2: 60
				FY 2025/2026 Summer K - 2: 40
				FY 2025/2026 School Year 3 - 5: 70
				FY 2025/2026 Summer 3 - 5: 40
				FY 2025/2026 School Year 6 - 12: 70
				FY 2025/2026 Summer 6 - 12: 60

Based on the OIG's review, the OIG determined the following information related to Contract Number 70604-23 between KHA and Tiphne:

COI records indicated the following COIs and insurance policies for Tiphne during their Contract term:⁹

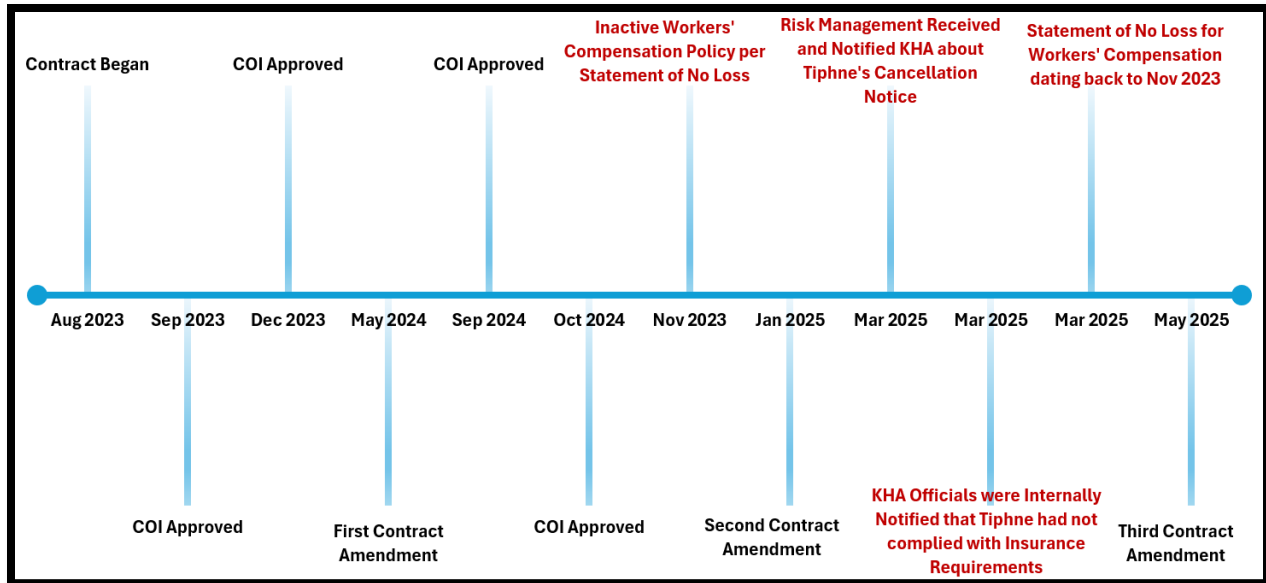
⁹ The COI Approval Date is the date the COI was approved by Risk Management.

COI Date	COI Approval Date	Insurance Policy Type	Policy Effective Date	Policy Expiration Date
September 28, 2023	September 29, 2023	Commercial General Liability, Abuse Molestation, and Professional Liability	September 1, 2023	September 1, 2024
		Automobile Liability	October 1, 2023	October 1, 2024
		Workers Compensation and Employers' Liability	November 16, 2023	November 16, 2023
December 11, 2023	December 12, 2023	Commercial General Liability, Abuse Molestation, and Professional Liability	September 1, 2023	September 1, 2024
		Automobile Liability	October 1, 2023	October 1, 2024
		Workers Compensation and Employers' Liability	November 16, 2023	November 16, 2024
September 6, 2024	September 6, 2024	Commercial General Liability and Abuse Molestation	September 1, 2024	September 1, 2025
		Automobile Liability	March 1, 2023	March 1, 2024
September 30, 2024	October 1, 2024	Commercial General Liability, Abuse Molestation, and Professional Liability	September 1, 2024	September 1, 2025
		Automobile Liability	March 18, 2024	March 18, 2025
		Workers Compensation and Employers' Liability	March 28, 2024	March 28, 2025
March 17, 2025	March 17, 2025	Commercial General Liability, Abuse Molestation, and Professional Liability	September 1, 2024	September 1, 2025
		Automobile Liability	March 18, 2025	March 18, 2026
		Workers Compensation and Employers' Liability	January 30, 2025	January 30, 2026

A Statement of No Loss dated **March 17, 2025**, from Tiphne's authorized representative regarding Policy Number WC-80870-0, related to their Workers Compensation and Employers' Liability Policy, indicated they certified there were no known losses, accidents, or circumstances that might give rise to a claim from **November 14, 2024**, through **March 17, 2025**. In May 2025, the OIG requested records from KHA related to Tiphne's insurance coverage. KHA responded, *"Provider had a lapse in coverage from 11/14/24 - 3/17/25 for workers compensation only due to cancellation of policy. There is a Statement of No Loss attached to the approved COI."*

OIG Timeline of Events

Based on the OIG's review, the OIG created the timeline below to illustrate the relevant events:



Findings

According to the Contract RFP¹⁰, “... Applicant and its subcontractors shall always during the term of this Agreement procure prior to commencement of work to maintain coverages for the life of this Agreement and shall be endorsed to name the City of Jacksonville and their respective members, officers, officials, employees, and agents as additional insured as indicated in the insurance provisions...” Based on records reviewed, the OIG determined Tiphne had a lapse in Workers Compensation and Employers’ Liability insurance coverage from **November 14, 2024**, through **March 17, 2025**, due to cancellation.

Contract Number 70714-23 between KHA and Visionary Dreamers of Today Foundation Inc.

The OIG reviewed COJ records, including KHA and Risk Management records, related to Contract Number 70714-23 between KHA and Visionary Dreamers of Today Foundation Inc. (Visionary) regarding the Afterschool and Summer Programming: Elementary Through High School. This Contract could be renewed for up to three (3) additional one (1) year periods by KHA upon satisfactory performance by Life International. This Contract underwent various Amendments and indicated the following information:

¹⁰ RFP ESC-0349-23.

Contract Type	Contract Effective Date	Contract Effective Term	Contract Expiration Term	# of Students
Contract	August 1, 2023	August 1, 2023	May 31, 2024	FY 2023/2024 School Year: 80
First Contract Amendment	May 17, 2024	June 1, 2024	May 31, 2025	FY 2024/2025 School Year: 30
Second Contract Amendment	October 3, 2024	June 1, 2024	May 31, 2025	FY 2024/2025 School Year: 0 FY 2024/2025 Summer: 0
Third Contract Amendment	May 1, 2025	June 1, 2025	May 31, 2026	FY 2025/2026 School Year: 30 FY 2025/2026 Summer: 20

Based on the OIG's review, the OIG determined the following information related to Contract Number 70714-23 between KHA and Visionary:

COI records indicated the following COIs and insurance policies for Visionary during their Contract term:¹¹

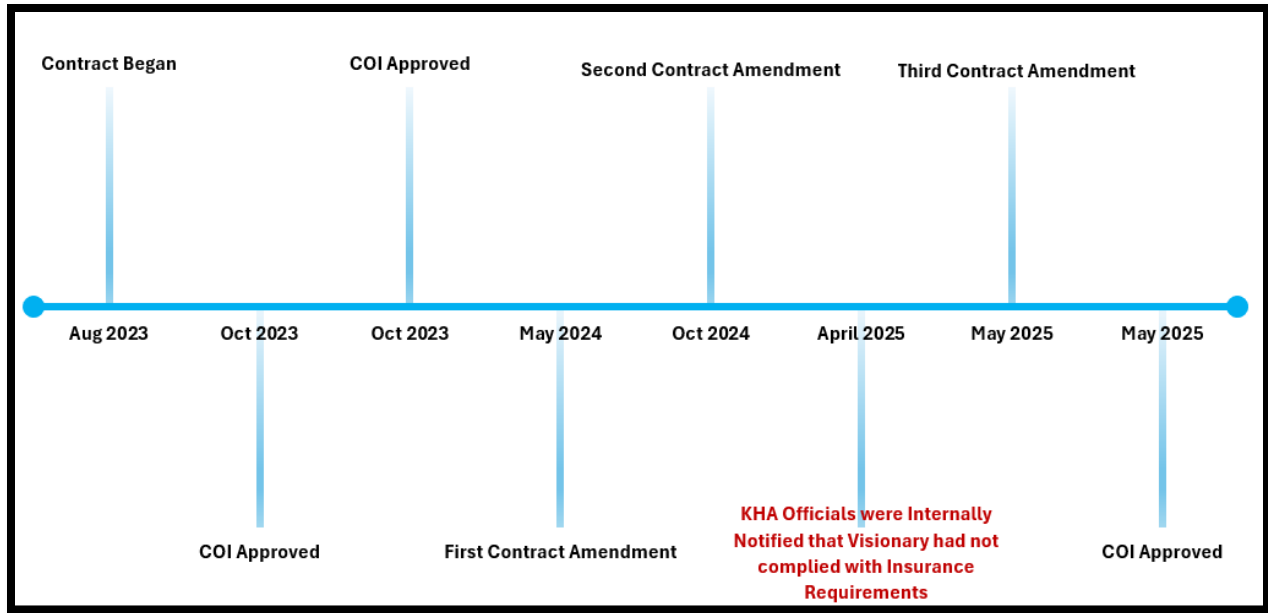
COI Date	COI Approval Date	Insurance Policy Type	Policy Effective Date	Policy Expiration Date
October 17, 2023	October 24, 2023	Workers Compensation and Employers' Liability	May 3, 2023	May 3, 2024
October 20, 2023	October 20, 2023	Commercial General Liability	October 6, 2023	October 6, 2024
		Professional Liability	October 6, 2023	October 6, 2024
		Accident Policy	October 6, 2023	October 6, 2024
May 16, 2025	May 16, 2025	Commercial General Liability	May 12, 2025	May 12, 2026
		Automobile Liability	May 12, 2025	May 12, 2026
		General Liability Abuse or Molestation	May 12, 2025	May 12, 2026

There were no KHA or Risk Management records on file indicating written notices from Visionary regarding changes in their insurance coverage, including cancellation, expiration, or non-renewal. In May 2025, the OIG requested records from KHA related to Visionary's insurance coverage. KHA responded, *"Provider did not operate summer or after school program from 6/1/24 - 5/31/25."*

OIG Timeline of Events

Based on the OIG's review, the OIG created the timeline below to illustrate the relevant events:

¹¹ The COI Approval Date is the date the COI was approved by Risk Management.



Findings

According to the Contract RFP¹², “...Applicant and its subcontractors shall always during the term of this Agreement procure prior to commencement of work to maintain coverages for the life of this Agreement and shall be endorsed to name the City of Jacksonville and their respective members, officers, officials, employees, and agents as additional insured as indicated in the insurance provisions...” Based on records reviewed, the OIG determined it appears Visionary had a lapse in insurance coverage from **October 6, 2024**, through **May 12, 2025**.

Contract Number 70679-29 between KHA and Made A Way Foundation, Inc.

The OIG reviewed COJ records, including KHA and Risk Management records, related to Contract Number 70679-23 between KHA and Made A Way Foundation, Inc. (Made A Way) regarding Services for Children, Youth, and their Families. This Contract could be renewed for up to three (3) additional one (1) year periods by KHA upon satisfactory performance by Made A Way. This Contract underwent various Amendments and indicated the following information:

Contract Type	Contract Effective Date	Contract Effective Term	Contract Expiration Term	# of Youth
Contract	August 1, 2023	August 1, 2023	May 31, 2024	FY 2023/2024: 150
First Contract Amendment	May 17, 2024	June 1, 2024	May 31, 2025	FY 2024/2025: 150
Second Contract Amendment	June 26, 2025	June 1, 2025	May 31, 2026	FY 2024/2025: 150

¹² RFP ESC-0349-23.

Based on the OIG's review, the OIG determined the following information related to Contract Number 70679-29 between KHA and Made A Way:

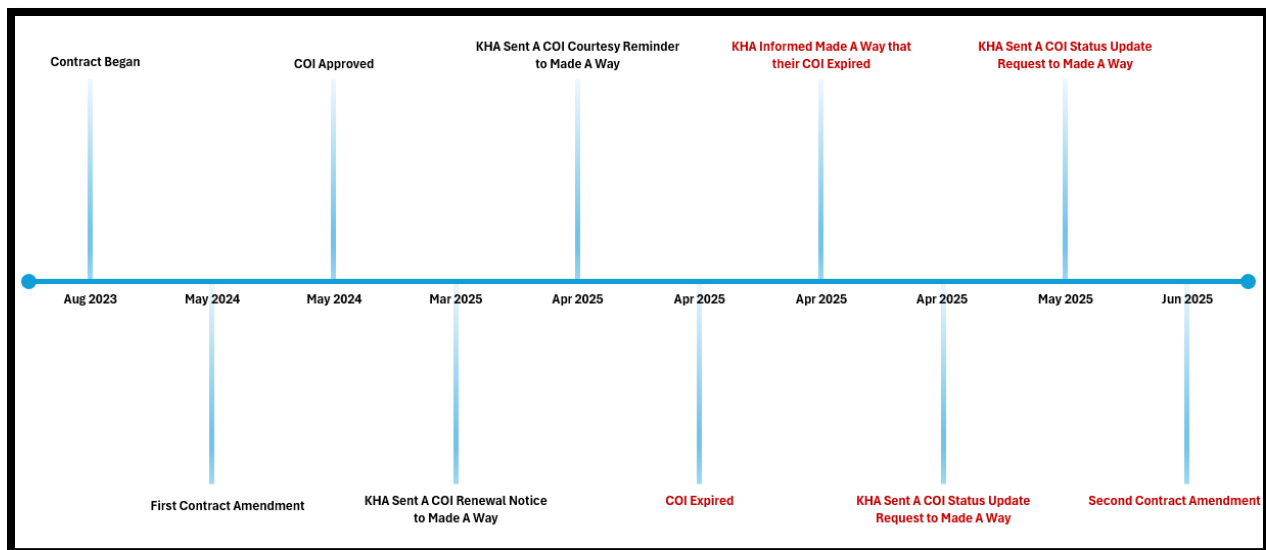
COI records indicated the following COIs and insurance policies for Made A Way during their Contract term:¹³

COI Date	COI Approval Date	Insurance Policy Type	Policy Effective Date	Policy Expiration Date
May 24, 2024	May 28, 2024	Commercial General Liability	April 13, 2024	April 13, 2025
		Automobile Liability	April 13, 2024	April 13, 2025
		Abuse Molestation	April 13, 2024	April 13, 2025

There were no KHA or Risk Management records on file indicating written notices from Made A Way regarding changes in their insurance coverage, including cancellation, expiration, or non-renewal. In May 2025, the OIG requested records from KHA related to Insurance Coverage for Made A Way. KHA responded, "COI expired on 4/13/25."

OIG Timeline of Events

Based on the OIG's review, the OIG created the timeline below to illustrate the relevant events:



¹³ The COI Approval Date is the date the COI was approved by Risk Management.

Findings

According to the Contract RFP¹⁴, “...Applicant and its subcontractors shall always during the term of this Agreement procure prior to commencement of work to maintain coverages for the life of this Agreement and shall be endorsed to name the City of Jacksonville and their respective members, officers, officials, employees, and agents as additional insured as indicated in the insurance provisions...” Based on records reviewed, the OIG determined Made A Way’s COI and insurance coverage expired on **April 13, 2025**.

COJ Office of General Counsel

In May 2025, the OIG requested the COJ Office of General Counsel to provide a statement about a contractor’s failure to maintain insurance coverage and liability. COJ Office of General Counsel responded, “A contractor’s failure to maintain insurance coverage required by a City contract is a clear breach of contract. If a contractor fails to maintain the agreed-upon insurance, the City could be exposed to liability for damages it would not otherwise be responsible for. Additionally, the City could be exposed to litigation and related costs that it would not be subjected to had the contractor maintained its insurance coverage.”

Recommended Corrective Actions

- Ensure Contractors are submitting COIs within the timeframes referenced in their Contracts/RFPs.
- Ensure Contractors are administering the scope of services referenced in their Contracts/RFPs with approved COIs.
- Ensure Contractors are providing thirty (30) written notice of any change to their insurance coverage limits or cancellation, including expiration or non-renewal referenced in the Contracts/RFPs.
- Ensure Contractors have approved COIs with the required insurance coverage prior to their Contracts being amended, unless the Contract amendment references the Contractors inability to obtain insurance coverage.
- Require Contract Managers attest that the Contractors have complied with all Contract terms before Amendments or Extensions are granted.
- In instances where Contractors are unable to obtain the required insurance coverage or provide their scope of services referenced in the Contracts/RFPs, consider taking suspension or termination actions as deemed appropriate.

Management’s Response

The OIG provided KHA with an opportunity to submit a written response to the findings in this investigative report within ten (10) business days. Their response is attached to this report.

¹⁴ RFP ESC-0351-23.

Inspector General Standards

This report/review has been conducted in accordance with the ASSOCIATION OF INSPECTORS GENERAL Principles and Quality Standards for Investigations.

“Enhancing Public Trust in Government Through Independent and Responsible Oversight”

Management Response:

Over the past year, Kids Hope Alliance (KHA) improved its process for reviewing providers' certificates of insurance. Rather than conducting a single annual review at renewal time, a new contract tracking system, Agiloft, now allows providers to upload their certificates as they renew. In addition, Agiloft sends a notification email to the provider 90, 60 and 30 days prior to the expiration date of insurance. One employee has been designated to be responsible for monitoring insurance expiration dates. When a certificate expires, the employee contacts the provider via email to request an updated certificate. Going forward, the employee will send providers a fourth reminder email 15 days before their insurance expiration date prompting them to renew their coverage and upload an updated certificate of insurance before it expires.

KHA respectfully disagrees and would like to provide additional context concerning the certificate of insurance issues related to these providers.

Provider	Operating	Dates Ins Lapse	Type of Insurance Lapse	Did they have a No Loss Letter	Payments Made During Lapse
Jax Gent Inc	Yes	9/18/24-1/6/25	All	Yes	No*
Fresh Word Ministries	Yes	2/13-/25-3/9/25	Auto Insurance	Yes	Yes
A Life for a Life International	No, only offered summer 2024 and summer 2025 programs	No lapse during operating period			
Tiphne Darshay Hollis Foundation	Yes	11/14/24-3/17/25	Workers Compensation	Yes	Yes
Visionary Dreamers	No	No lapse during operating period			
Made A Way Foundation, Inc	Yes	No			

*Report indicates that the CAO authorized payment. The CEO overrode this decision, and no payments were made during the lapse in insurance coverage.

Based on the information above, only three providers experienced a lapse in insurance coverage while delivering services. One of these providers was not reimbursed during the period of their

coverage lapse. The other two had lapses in a non-liability type of insurance and submitted no-loss statements for the affected periods. At the time, KHA understood that payment could be issued under those circumstances.

Two additional providers were not actively providing services during the time their insurance coverage was not current. The final provider submitted a Certificate of Insurance (COI) that was approved with no lapse in coverage.

Recommended Corrective Action

Ensure Contractors are submitting COIs within the timeframes referenced in their Contracts/RFPs.

The Agiloft system automatically sends reminder notifications at 90, 60 and 30 days to providers before their insurance policies expire. KHA will add an additional step of notifying the provider by email 15 days prior to the certificate of insurance expiring.

Ensure Contractors are administering the scope of services referenced in their Contracts/RFPs with approved COIs.

This responsibility falls under the contract management team, who perform this task monthly.

Ensure Contractors are providing thirty (30) written notice of any change to their insurance coverage limits or cancellation, including expiration or non-renewal referenced in the Contracts/RFPs.

The certificates of insurance must list the City as an additional insured. The insurance company is expected to notify the City in the event of any loss of coverage. If this does not occur, our contracts require the provider to inform the City of any changes to their coverage. If KHA is informed of a lapse in insurance coverage after the provider has been reimbursed for services rendered during the uncovered period, KHA will seek repayment of the corresponding amount.

Ensure Contractors have approved COIs with the required insurance coverage prior to their Contracts being amended, unless the Contract amendment references the Contractors inability to obtain insurance coverage.

KHA will not approve any contract amendments or renewals unless the Certificate of Insurance (COI) is current.

Require Contract Managers attest that the Contractors have complied with all Contract terms before Amendments or Extensions are granted.

Contract managers attest to all contract requirements. As a part of the review process for reimbursements, the contract manager is required to check a box in the system KHA uses for tracking reimbursements to indicate that all deliverables have been met and reimbursements are ready to be processed. The Contracts and Purchasing department will ensure a COI is active prior to any amendment or extension being processed.

In instances where Contractors are unable to obtain the required insurance coverage or provide their scope of services referenced in the Contracts/RFPs, consider taking suspension or termination actions as deem appropriate.

Currently, KHA policy does not allow reimbursement to a provider for any period during which they did not maintain the required insurance coverage or have a no-loss coverage letter on file. In the future, reimbursements will not be processed for any period during which there is a lapse in insurance coverage regardless of receipt of a no-loss statement.