



February 3, 2025

Baltimore City Council
100 N. Holliday Street
Baltimore, MD 21202

RE: Urgent: Delayed Grant Payments Impacting Services

Dear City Council Members,

TurnAround, Inc. is a nonprofit organization that has served as the rape crisis center, domestic violence and human trafficking service provider for Baltimore City and County for over 30 years. We provide critical crisis, counseling and support services to individuals affected by sexual violence, intimate partner violence, and human trafficking. We serve over 5,000 of our community members impacted by power-based violence every year.

Unfortunately, we are experiencing significant delays in receiving grant payments from the Mayor's Office of Neighborhood Safety and Engagement ("MONSE"), which are directly impacting our ability to provide uninterrupted services to the community. As of January 31, 2025, the following grant balances remain outstanding:

- **Gun Violence ("GV"):** \$107,353.90 (July – December)
- **Human Trafficking ("HT"):** \$43,592.52 (July – December)
- **Abuser Intervention Program ("AIP"):** \$5,978.89 (April – May)
- **Domestic Violence High Risk Team ("DVHRT"):** \$45,622.62 (July – December)
- **Total Outstanding Balance:** \$202,347.93

TurnAround has proactively addressed all identified barriers to payment; however, these delays persist. Below is a chronological summary of our ongoing efforts to resolve this issue:

Timeline of Events

- **April 2024:** We were informed that our Payment Order ("PO") numbers for our Abuser Intervention Program, Gun Violence and Human Trafficking grants were incorrect and

instructed to stop submitting invoices until they were corrected. We have had these grants for multiple years and billed under the PO number without issue.

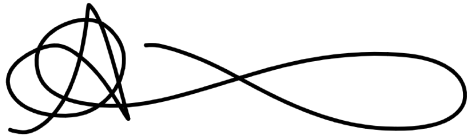
- **May 2024:** New PO numbers were provided, and invoices for January–May were resubmitted for payment.
- **July 2024:** TurnAround staff met with the Program Officer for the Human Trafficking grant, who wanted to discuss outstanding funds. We advised that we had been told to hold invoices due to incorrect PO numbers back in April. In May, we received new PO numbers and began resubmitting invoices. MONSE staff later disputed the initial directive to hold the invoices.
- **October 31, 2024:** Met with MONSE to discuss a Grant Adjustment Notice (“GAN”) for our GV and HT grants. We were advised we could either GAN the grants once or move up to 10% between budget lines. We requested the GAN form, but it was never provided.
- **November 6, 2024:** Submitted GANs for GV and HT grants based on our own form.
- **November 18, 2024:** Resubmitted GAN for GV with additional clarification.
- **November 22, 2024:** HT GAN was returned with a request for more details and clarification.
- **November 24, 2024:** We received our signed BOE document for the DVHRT grant and were informed by MONSE that the PO would be provided shortly.
- **November 26, 2024:** Resubmitted GV invoices for July–September after changes were requested.
- **December 2, 2024:** Submitted HT GAN for approval with additional clarification.
- **December 2, 2024:** Resubmitted GV invoices for July–September after being informed more changes were requested.
- **December 9, 2024:** Received final approval for GANs related to GV and HT grants and were asked to resubmit past invoices. These invoices, dating back to July 2024, were resubmitted with supporting documents. As of February 3, 2025, no response has been received.
- **January 27, 2025:** Contacted the Program Officer for the DVHRT grant regarding the missing PO number needed for invoice submission. The Program Officer was unaware of the issue but later discovered that due to a misallocation of expenditures, our PO had not been processed. We were informed that resolving this would require reviewing and reassigning 2,500 items, further delaying payment.
- **February 3, 2025:** Our Grants Manager received an email from the MONSE Finance Operations Coordinator containing documents with personal identifying information including a driver’s license, rental agreement, and social security number of someone unrelated to our organization, raising further concerns about processing accuracy.

Request for Assistance

These delays have placed a significant strain on our operating budget, jeopardizing our ability to serve survivors who rely on our support. I respectfully request your assistance in expediting these payments and would appreciate guidance on the necessary steps to resolve this matter as quickly as possible.

Please let me know how we can move forward. I look forward to your response.

Sincerely,

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Amanda Rodriguez, CEO
CEO
TurnAround, Inc.