

Charlotte County Government

"To exceed expectations in the delivery of public services."

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CHARLOTTE COUNTY HUMAN SERVICES CHARLOTTE COUNTY, FLORIDA

REAL PEOPLE, REAL STORIES, REAL INVESTMENT

A close-up photograph of two hands clasped together. The hands are positioned in the center of the page, with one hand slightly larger than the other. The background is a soft, warm, light-colored surface. The hands are the central focus, symbolizing support, care, and human connection.

**2014
A YEAR IN
REVIEW**



Message from the Director:

The year 2014 marks the 50th Anniversary of the “War on Poverty” campaign in which President Lyndon B. Johnson introduced federal legislation creating opportunities for federal, state and local government to take an active role in poverty reduction efforts.

Whereas we still have needs within our own community that require our call to action, the staff of Charlotte County Human Services and I would like to share with you our achievements this year that have contributed in ways to improve the quality of life for some of the many residents that call Charlotte County home.

We continue to value your feedback and support in providing services to **Real People** with **Real Stories**. Together we can share in the success of creating a **Real Investment** for our community.

May you have a healthy and prosperous 2015.

Sincerely,

A handwritten signature in blue ink that reads "Victoria Carpenter". The signature is written in a cursive style.

Victoria Carpenter
Director, Human Services Department

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CHARLOTTE COUNTY HUMAN SERVICES

1050 LOVELAND BLVD., PORT CHARLOTTE, FL 33980

www.CharlotteCountyFL.gov

OUR MISSION:

To improve the quality of life by connecting Charlotte County residents with supportive programs and services through community partnerships, advocacy and information.



OUR FIVE DIVISIONS OF SERVICE:

- CHARLOTTE COUNTY 2-1-1 CALL CENTER • FAMILY SERVICES
- HOUSING • SENIOR SERVICES • VETERAN SERVICES



ADMINISTRATIVE SERVICES TEAM (l-r)

James Delao, Experience Works Volunteer;
Victoria Carpenter, Director, Human Services;
Ellen Betz, Administrative Assistant II

CHARLOTTE COUNTY 2-1-1 CALL CENTER

The Board of County Commissioners/211 and the Charlotte County Homeless Coalition partnered to transition the 211 data base to support the Client Information Systems which is a comprehensive community data base for resources and client tracking which can be used by multiple agencies to better coordinate referrals and service delivery. The transition is anticipated to go live in late 2015. 211 has also posted the 2013 community service call needs by zip code to the County Website. This mapping process is in progress at the state and national levels.

Dialing 211 provides Charlotte County individuals and families in need with a shortcut through a maze of health and human service agencies' phone numbers. By simply dialing 211, individuals have 24 hour 7 day a week access to information on community-based organizations and government services. 211 is a nationally certified call center that provides information and referrals to services such as mental health, senior care, youth and family support, housing, transportation, emergency resources, and volunteer opportunities.



2-1-1 TEAM (l-r)

Faezeh Andrews, Ph.D., I & R Supervisor;
Susan Sullivan, I & R Specialist;
Teresa Brock, I & R Specialist

As part of the County's reorganization efforts with commitment to efficient and effective service, the 211 Call Center was transferred from the Public Safety Department to the Human Services Department and the Transit Division was transferred to the Budget and Administrative Services Department.



Women on Mission from the First Baptist Church, partnered with 2-1-1, provided 19 gifts to community seniors

2-1-1 SUCCESS STORIES

Beatrice, 83 years of age, contacted 211 and stated, "I need to apply for Medicaid. I was just sent home from the hospital on oxygen, a nebulizer and other medicine. I don't think I can afford this and I have no prescription plan." The phone numbers to Florida Department of Children and Families and Florida Agency for Health Care Administration were given to Beatrice to call for assistance. She was given the option of calling 211 back if she had problems with the resources provided. Within 10 days, 211 re-contacted Beatrice. She stated that she was very happy to hear from a live person and obtain assistance. She was thankful for having a 211 in our county.

A 34 year old female, homeless, with cancer, pregnant and without hope, contacted 211. The 211 staff contacted several referral agencies and requested services and coordinated assistance on behalf of the caller. When 211 contacted the caller for a follow up she stated that she received assistance from the referrals and was very thankful and happy for the follow up and for the resources provided.

Cheryl, 56 years of age, disabled and homebound learned her Food Stamps had expired. She called 211 and said she was unable to get to the North Port Office from Charlotte County. "Please help me", she pleaded. 211 contacted the Florida Department of Children and Families. An application was mailed to her since Cheryl was both disabled and homebound. Cheryl was grateful for 211's advocacy. 211 also provided her with information on home delivered meals.

FAMILY SERVICES

Family Services provides family supportive services including emergency utility assistance, financial counseling, educational and employment supports, juvenile diversion, and community outreach. Assistance is provided to help families move toward becoming self-sufficient and is guided by a five year Community Action Plan. Family Services also determine eligibility for State mandated obligations and manage the Family Services Center operations.

The 2014 Charlotte County Community Resource Guide was published. The Guide provides information on programs and services which links Youth and Families to Community Resources.



FAMILY SERVICES TEAM (l-r)

Michael Adams, Program Coordinator;
Althea Connor, Program Specialist III;
Jessica Ralston, Case Manager;
Katie Scott, Program Specialist I;
Theresa Lewis, Program Specialist I;
Alyce Martin, Program Specialist I;
Stefanie Thomas, Program Specialist II

The Board of County Commissioners and the Department of Economic Opportunity both approved the Community Action Agency five year plan for client supportive services and community engagement. This Plan is required in order to receive Community Services Block Grant (CSBG) program funds.

Althea Connor and Jessica Ralston from the Family Services Division both earned certifications through the Center for Financial Social Work. This certification program provides opportunities to enhance professional skills in helping clients improve their present financial circumstances and assisting in the encouragement of changing negative behaviors in spending and saving. This is the first time that the Department has had staff receive these enhanced credentials.

The 2nd Phase of the Parkside Community Garden at the Family Services Center was dedicated and opened to community residents. The Garden is a partnership collaboration under the supervision of Team Parkside who recruits the gardeners and manages the rental of the beds.



Althea Connor and Jessica Ralston receive National certifications through the Center for Financial Social Work.

Family Services assisted in the coordination of the first Youth Summit. Over 100 teens attended representing all area high schools. The participating youth discussed Developmental Assets, identified community problems and developed actionable plans to address them.

FAMILY SERVICES SUCCESS STORIES

Vicki was referred to Human Services by the Charlotte County Homeless Coalition. Vicki, a single mother of one 12 year old son, was working full time in Sarasota County until her son became severely ill and was admitted to All Children's Hospital in St. Petersburg Florida. Due to her son's illness she was unable to maintain working her full time job and was let go. Without employment Vicki was unable to maintain her expenses and was then evicted from her home. With her son's health improving Vicki was able to begin working and looking for a permanent home. Through the assistance of Human Services and grant funds from the Emergency Solutions – Rapid Rehousing Program she was able to move in to a home that is the perfect size for her and her son. Vicki rides her bike to work some days and takes the Transit bus other days but she does not mind because now she and her son have a roof over their heads and a place to call home.

Deborah came to Human Services because she was tired of not being able to provide for her family. Deborah had been in a long term relationship with her children's father who had left her and his sons. Since she was a stay at home mother of two young boys she depended solely on support. Deborah was able to get into a Section 8 housing voucher program which allowed her to try and focus on working, however, she was unable to get employment due to her lack of education and experience. Deborah heard about the Family Self-Sufficiency Program from the Charlotte County Public Schools. She was interested in the medical field so she could provide for her family and to show her children that they can make it without relying on anyone else or supportive govt. programs. Deborah was determined to receive her GED, gain a Certified Nursing Assistant (CNA) license and to acquire the necessary certifications to obtain sustainable employment. With assistance from the Family-Self Sufficiency Program, a case plan that would allow her to achieve her goals was developed. Deborah began the training and taking classes to earn her certificates. She is now a certified CNA. Since she has begun working, Deborah is contributing to her rent, paying for her own expenses and setting an example for her children. Deborah remains motivated and determined as she continues to move towards her plan for self-sufficiency.



Stuff A Bus Food Donation Campaign



Self-Sufficiency Program: Tammy

In 2014, Charlotte County was awarded \$76,598 in grant funds from the Florida Department of Children and Families Office of Homelessness to provide homeless prevention and rapid re-housing services to families with children attending school who have been identified as homeless or at risk of becoming homeless. Family Services administers these funds that provide transitional housing to families and support toward reaching their self-sufficiency goals.

HOUSING

Housing Services is responsible for the implementation and evaluation of grant funded housing programs that provide affordable options for low and moderate income households. Oversight includes the State Housing Initiative Partnership (SHIP) program & other federal programs which offer homeowner rehabilitation, new construction, foreclosure prevention, special needs priorities, and affordable rentals.

The Board of County Commissioners and the Florida Housing Finance Corporation both approved the three year 2014 – 2017 Local Housing Assistance Plan. This Plan is required in order to receive State Housing Initiative Partnership (SHIP) grant funding.



HOUSING SERVICES TEAM (l-r)

Robert Hebert, Community & Housing Initiatives Manager;
Wilda Rock, Administrative Assistant II;
Richard Gromalski, Projects Manager;
Rose Brooks, Program Specialist II

The last residential property in the Parkside area that was constructed with federal grant funds from the Neighborhood Stabilization III Program was opened. This property on Lakeshore Circle has four separate units for individuals with special needs and has been modeled to meet Americans with Disability Act (ADA) standards to accommodate its occupants. This creative housing initiative was recognized by the Florida Housing Coalition at its annual conference.



Lakeshore Special Needs Residence Before

Lakeshore Special Needs Residence After



HOUSING SUCCESS STORIES

Sandra, a 56 year-old disabled widow came to the Housing Division in critical need of many repairs to her home. Her roof had been leaking for a long time and had damaged the ceiling and flooring throughout the house. She had windows that would not close properly, plumbing that was faulty and outdated, an air conditioning system that was ancient and not working, a defective electrical distribution panel, and the list continued. Sandra completed an application and met the qualifications for State Housing Initiative Partnership (SHIP) grant-funded homeowner rehabilitation assistance. Not only was the program able to correct all the structural problems, but the program was also able to replace her kitchen cabinets and countertops that were decades old and falling apart. The day she came in to authorize final payment to the contractor, Sandra was overwhelmed with emotion and gratitude. The assistance she received had transformed her almost unlivable home and changed her life.

Donald is a disabled 81 year old man who also cares for his 76 year old wife who suffers from dementia. Donald came to the Housing Division requesting assistance to replace his roof, garage door, add hurricane protection and a few other repairs. A home inspection revealed other doors needed replacing as did the gutters. With State Housing Initiative Partnership (SHIP) grant funding, the program was also able to completely retro-fit the bathroom to make it accessible and safe for him and accommodate his disability. During this process, some serious plumbing issues were discovered and repaired. Donald and his wife are now able to live safely and comfortably in their home.

Gillian, a senior citizen with very minimal Social Security income, came for housing repair assistance in desperation. Her septic was in complete failure, her roof was leaking; she had no hot water, no ac and heat, and windows and doors that would either not close or not open properly. Grant funds through the State Housing Initiative Partnership (SHIP) program were able to correct most of these issues for her. Even though there was not enough grant money to add central air conditioning and heat to the home, new window units for her bedrooms were provided. Gillian's home is now free of problems. She came in with tears of desperation and left with tears of joy for the transformation to her home and her improved quality of life.

'Anna & Paul' received State Housing Initiative Partnership (SHIP) program housing rehabilitation assistance for a number of repairs to their home. They have an adopted son, age 16, who has some severe developmental disabilities and requires a bathroom to be outfitted for his disability. When the all work was completed, Anna came in and with tears in her eyes told staff that she was so thankful for this program. She said, "I don't know what we would have done without this help. I feel so blessed and I am so very thankful for this program." Note: During the time of their home repairs, Paul was also being treated with a life-threatening illness.

SENIOR SERVICES

Senior Services manages home and community services to frail or socially isolated seniors funded through state and federal grants. Services authorized include case management, personal care, homemaker & chore, respite & companion care, nutrition, medication management and depression screening. Senior Services receives referrals for assistance from the Area Agency on Aging for Southwest Florida's Aging and Disabled Resource Center.

Senior Services implemented a new initiative to assist seniors who are on a waiting list to receive grant funded home care services. The Sharing Essential Resources Vital to Elders (S.E.R.V.E.) initiative allows staff to establish contact and offer a home visit to senior clients who have been assessed and placed in a lower priority on the waiting list to receive services. Through this contact staff can provide community options and support to elders when grant funded services are not available.



SENIOR SERVICES STAFF (l-r)

Debra Biondio, Case Aide;
Donna Robichaud, Case Manager;
Deedra Dowling, Case Manager Supervisor;
Lisa Czajkowski, Case Manager;
Julie Christy, Case Manager;
Danny White, Case Manager;
Samantha Nichols, Program Specialist I

SENIOR SUCCESS STORIES



At age 74, Pat lives alone in a modest mobile home she and her husband purchased 17 years ago after relocating from New York. She cared for her husband until his death. Not wanting to sit around, Pat went back to school and earned her degree as a physical education teacher for exceptional students; a passion and a challenge for a 5'2" 118 lb. woman. She stated "The job was challenging but I liked it. I never knew what was going to happen day to day".

Pat's health has taken some really rough turns over the years; she is a double amputee, suffers from Multiple Sclerosis, confined to a wheelchair, and is a cancer survivor. She receives a variety of supportive services paid for under grant-funded senior services programs. Pat is especially grateful for the attention she receives from the Case Manager "who always makes sure she gets the services she needs". Pat stated that her house is cleaned, she receives needed groceries, she has transportation to her doctor, and she has companionship.

When asked if Senior Services was meeting its mission to keep seniors safely in their home and out of a nursing home, Pat's answer was "ABSOLUTELY". She said without services she wouldn't have choices on anything; she would be totally dependent for even her most basic needs and probably not be able to stay in her own home. Remaining at home allows Pat to go out and enjoy the weather when she wants to and go on her favorite outing and shop at 2nd-hand stores. Pat offered this pearl of wisdom; "Learn to relax and learn the word 'accept'. People who fight something they cannot change will remain in turmoil".

SENIOR SUCCESS CONTINUED



Craig is 64 and originally from Michigan. He was diagnosed with polio at the age of 2 and wore leg braces until twelve years ago when his legs would no longer carry him and has been confined to a wheelchair ever since.

While Craig has significant disabilities, he maintains a positive attitude. He states his motto is 'Do what you've got to do to survive'. Craig prides himself on living alone and attributes that to the attention he gets from his case manager and the supportive services he receives through grant-funded senior services programs. Recently, assistive devices were purchased for him that will allow him to also remain private and attend to his own personal hygiene needs and not require a person to physically help him.

Craig shared that "Without the services...you have no idea the difference they have made in my life, without them, I would be forced to live in an assisted living facility or a nursing home. Just because a person has a disability, they have a life and need to get on with it. There are people worse off than me and while I have some obstacles, I still enjoy my life."



Joyce was married and travelled the world before settling in Florida in 1987 from New York. She was a licensed clinical psychologist, and elementary school teacher and an artist who studied under the Hungarian portrait painter; Maximillian A. Rasko. She displays her artwork on the walls of her apartment and while her eyesight has been diminished with age, she still paints in the sunlight coming in from a nearby window. Joyce believes "The services (she receives) keep me afloat. The in-home care workers are efficient, always open for suggestions, and willing to arrange their schedules so they can give a high quality service". At age 98, Joyce admits "I don't really feel like I am nursing home material. I may need that in the future but with the help I receive, I prefer to remain independent and at home."



Originally from Manhattan, NY, Mary moved first to Key West, FL and then to Charlotte County 16 years ago. Mary enjoyed working in positions from housekeeping to administrative assistant while also finding time and getting great pleasure volunteering at the Cultural Center of Charlotte County.

Mary suffers from a multitude of chronic health issues that include rheumatoid arthritis and heart disease. She recently had a hip replacement that required even more supportive services to be put in place that would allow her to remain in her home as she contemplated moving into a nursing home. Having started services in November 2013, Mary's service levels have been increased during periods of recovery and decreased when she was well enough to maintain with less help. Mary has had to abandon any thoughts of being able to volunteer due to her disabilities and while she misses volunteering and going to the Cultural Center; she continues to enjoy reading, watching video movies, her church, a weekly bible study group and eating chocolate... "I enjoy eating in general".

Mary indicates "I don't know how I would have gotten along without the services that have been provided. I probably would have had to go into a nursing home". Mary recalls a mantra she used as her children were growing up; "Good, better, best. Never let it rest until your good gets better and your better is best."

VETERAN SERVICES

Veteran Services provides information and assistance with obtaining benefits for veterans, their dependents and their survivors through outreach and one-on-one counseling. The Veteran Services Officers are trained and certified through the Florida Department of Veteran Affairs.

This year also marked the 65th Anniversary of the opening of the Charlotte County Veteran Services Office.



VETERAN SERVICES TEAM (l-r)

Terry Keene, Assistant Veteran Services Officer;
David Donohew, Veteran Services Officer;
Ivey Winkler, Administrative Assistant II;
David Rockow, Assistant Veteran Services Officer



Walter R. Levasseur MSG,
US Army Retired Combat Wounded
Veterans Recognition Ceremony



Veterans' Day
Ceremony,
11/11/2014

Purple Heart Wrap Transit/Veteran's Council Buses



Veteran Services assisted the County Commission Office with the implementation of the Combat Wounded Veteran's Recognition Program. One nominated veteran, who has received the Purple Heart, is recognized each month at the Board of County Commissioners meeting.

VETERAN SUCCESS STORIES

Tidewell Hospice contacted Veteran Services because a 91 year old veteran under their care would no longer receive services and they asked if there was assistance available. Veteran Services staff conducted a home visit and learned the veteran was paralyzed and not taking baths or shaving. Regular in-home care was quickly requested and established by the Veteran's Administration (VA).

During the initial visit, the veteran told staff a story of his capture and escape from the Germans during WWII. He still had the original Western Union telegrams that were sent to his parents informing them of his missing in action status. A claim was filed with the VA on his behalf for multiple service connected medical conditions related to his Prisoner of War (POW) status. A few short months later, the veteran was rated 90% disabled by the VA and started receiving \$1788 per month.

Knowing that the veteran should be awarded a total disability rating, Veteran Services staff filed additional paperwork and evidence and six months later the veteran was not only rated 100% disabled, but was also awarded additional monthly compensation due to his paralysis and need of in-home care. His new award amount changed to \$3800 per month. In addition, a change in the law allowed an additional year of benefits due to the paralysis. In the following weeks, the deserving veteran received over \$56,000 in retroactive pay!

'Jerry' came to see Veteran Services staff to have explained the new decision letter that he had received from the Veteran's Administration (VA). After reading the document, staff noticed an error in the VA's accounting and an appeal was immediately filed to request an earlier effective date for retroactive payment. Roughly a year later, the veteran brought in a new decision letter showing that the veteran was awarded a retro-active payment of \$71,000.



Douglas Jacobson VA Nursing Home Ice Cream Social

To Commissioner Ken Doherty from Michelle Roth:

I want to share how pleased my family and I are with the Charlotte County Veteran Services, and especially Assistant Veteran Services Officer, David Rockow and staff member Ivey Winkler.

My father is a Korean War veteran and in need of assistance from Veteran Services. We contacted the local Charlotte County Veteran Services and were pleased with the response and respect we were given. David Rockow set my father at ease, and explained the entire process to him, made it easy to understand and made our job effortless. He outlined what we needed to provide Veteran Services for his claim and the expectations for processing.

With David's guidance, we were able to complete the paper work, have it processed and was awarded a claim within weeks, not months, of processing. That is a testament to David's skill as a processor and advocate of the veterans he serves. He relates to veterans per his experience, and always leaves his clients with a joke of the day.

Ivey Winkler provides excellent service and support, available to answer questions and offers additional clarification over the phone. We appreciated her flexibility when scheduling our appointments with David.

We were extremely pleased with our experience at the Charlotte County Veteran Services and look forward to our continuing work with David and Ivey.

Michelle Roth

2014 QUICK FACTS

Charlotte County's Population: 166,479

Sharing Essential Resources Vital to Elders (S.E.R.V.E.):

81 contacts; 31 removed from waitlist; 19 mailed community resources info.

Emergency Solutions/Rapid Rehousing families placed: 14

Health & Human Agencies in the 211 data base: 427 agencies & 562 programs

Number of 211 Calls in 2014: 14,575;

Top 4 needs/requests for service: Financial & Utility assistance; Housing assistance; Health & Medical assistance; and Child-related issues

Veterans in Charlotte County: 19,712

Veterans' claims filed: 2,639; Re-Occurring Revenue received in County: \$112,140 Million

Low Income Home Energy Assistance Program (LIHEAP) households assisted: 1,074;

Total benefit dollars paid Home Energy: \$179,294; Crisis: \$119,962

Self-Sufficiency Families enrolled in program: 15

Number of seniors (60+) in Charlotte County: 73,285; 85+: 7,726

Case Management average clients served monthly: 175 to 200; **Average Age:** 77

In Charlotte County:

Average annual in-home care plan: \$9,500

Average annual assisted living facilities cost: \$36,000

Average annual nursing home care (semi-private): \$81,000

Civil Citation cases served: 61;

51 completed services: 84 % completion rate;

Only 1 re-offended - 98 % succession rate;

Cost savings: 51 youth through civil citation = \$231,224

1 youth through court system - \$5,000; 1 youth through civil citation- \$466.20

211 Volunteer hours – Center for Abuse & Rape Emergencies (C.A.R.E.): 6,657 @ \$21.24 = \$141,395

Youth Summit findings: 100 local high school youth in attendance. Top two areas of concern: 1.

Safety (sidewalks, lighting, bus stops); 2. Activities

Subsidized housing units in Charlotte County?

19 affordable housing complexes totaling 2021

units & 6 special needs facilities totaling 200

units; Fair Market Rentals: 1 BR-\$669;

2 BR-\$854; 3 BR-\$1,213

Number of homes rehabbed/constructed:

Neighborhood Stabilization Program:

10 units = \$385,445

State Housing Initiative Partnership Program:

24 units = \$665,744

Tenants at the Family Services Center:

11 non-profit agencies providing human services;

16 Community Garden Beds;

Rental revenue: \$47,000

2014 Poverty Income Guidelines:

100% - 2 person household - \$15,730
4 person household - \$23,850

125% - 2 person household- \$19,663
4 person household-\$29,813

150% -2 person household - \$23,595
4 person household - \$35,775

2014 Median Income Guidelines:

30% - 2 person household - \$15,730
4 person household - \$23,850

80% - 2 person household - \$35,650
4 person household - \$44,550

2014 Florida Minimum Wage - \$7.93 hr.

(2015 increase 1/1/15 - \$8.05 hr.)

2080 annual fulltime hrs. = \$16,494

2014 CUSTOMER SATISFACTION

Veterans Services

May – 326 responses

- 97% will utilize Veteran Services again
- 98.5 will recommend Veteran Services to other Veterans
- 98% were very or extremely satisfied in their problem resolution/claim process

Some comments: We are very fortunate to have such nice, helpful staff, Thank you. I wish I would have come here first; Staff helped me get my father's affairs in order and gave me the peace of mind I needed.

Family Services

May – 40 responses

- 98% thought the staff had excellent or good knowledge about the requested services
- 100% thought the staff was courteous and respectful
- 100% thought their overall experience was excellent or good

211 Services

July – September – 34 responses

- 79% rated the quality of 211 excellent or above average
- 81% rated the courtesy, professionalism and respect of staff excellent or above average
- 76% rated the overall satisfaction of the 211 service excellent or above average

Senior Services

August – 72 responses

- 90% approval rating for staff availability, telephone responsiveness, and attentiveness
- Valued Homemaker, Case Management and Transportation as the top three important services
- Asked regarding recommended changes to services, majority responders would not change services, second recommendation was to increase hours or add services

Some comments: Services are important as they provide more confidence; relief; and remove some of my stress and worries. I feel blessed knowing I can reach out to my case manager. Services fulfill what I can't do; allows me to be independent and safe; and helps me stay in my own home and not a nursing home.

Housing

October – September – 18 responses

- 94% rated housing services excellent or good

Some comments: Very helpful in assisting with down payment and rehab; roofer – I want to give an A+; the people I worked with were kind, considerate and most helpful. Everything was done quickly and I am in deep gratitude.

The service was excellent by all involved in the process.

The contractors were professional and the results were outstanding.

HEALTH AND HUMAN SERVICES COMMUNITY INITIATIVES

Community Health Improvement Plan (C.H.I.P.)

Community health improvement planning is a strategic process to identify and address local health problems. Four priority issue areas have been identified through the Community Health Assessment and are being addressed to improve community health: chronic disease prevention, mental health, access to care, and maternal and child health.

Developmental Assets

The Charlotte County Children's Services Council surveyed all Charlotte County high school students in August 2013 to determine what the level of Developmental Assets are among our community's youth. An action plan has been developed to improve the developmental assets of our youth and the funding has been received to implement the action plan in 2015.

Food Connection

The mission of this collaborative group is to alleviate hunger and create food security by improving the systems and services of the food delivery system in Charlotte County.

One Charlotte

A team of human service providers that are working to break the cycle of poverty in Charlotte County by developing a coordinated system of service delivery and comprehensive case management utilizing the Community Information System (C.I.S.) and 2-1-1.

Ten Year Plan to Prevent and End Homelessness

An initiative to bring best practices to meet the needs of the homeless and those at risk and to forge a community action plan achieving goals and strategies to raise the quality of life for all County residents.

Transit Development Plan

A comprehensive update to The Transit Development Plan to identify transit needs, resources and community input.

United Charlotte

A collaborative project between the United Way of Charlotte County and Charlotte County Human Services to unite nonprofits, government, residents and businesses to advance the common good through communication, collaboration, and community investment.

VOLUNTEER OPPORTUNITIES:

Interested persons may access volunteer information and sign up for volunteer service through the “Volunteers Welcome” link on the County’s website, www.charlottecountyfl.gov. All County departments are listed in alphabetical order and will regularly review its need for volunteers and post such availability on County’s “Volunteer” link. A selection process will be established where potential volunteers are interviewed, references verified, and in sensitive placements, agree to a criminal and/or background check in order to proceed with recruitment effort.

If you do not have access to a computer you may contact the Department at 941.833.6500 ext. 6. for volunteer opportunities within the Human Services Department.

Boards and Committees:

Affordable Housing Advisory Committee (AHAC)

The task of the Committee is to make recommendations to the Board of County Commissioners on county policies affecting the cost of housing. The Committee also approves the county’s Local Housing Assistance Plan (LHAP) every three years. AHAC meets quarterly, (January, April, July and October) in the Human Services main conference room at 1050 Loveland Blvd., Port Charlotte. For more information call the Housing Division at 941.833.6500 ext. 5.

Children’s Services Council

The purpose of the Children’s Services Council is to advise the Board of County Commissioners on all measures necessary to promote the general welfare of children in the county. For more information call the Family Services Division at 941.833.6500 ext.2.

Community Action Agency Advisory Board (CAAAB)

The CAAAB serves eligible residents of Charlotte County with Community Services Block Grant funded programs and programs funded from other sources to enable low income person to become self-sufficient. The CAAAB meets quarterly, (January, April, July and October) at various county locations. For more information call the Family Services Division at 941.833.6500 ext.2.

Neighborhood Accountability Boards (NABs)

Members of the neighborhood participate in restorative conferencing between victims, offenders and their families in order to repair harm caused by crime that impacts the neighborhood. Each member will participate in this consensus building process, focusing on three main principles: community safety, competency development, and offender accountability, resulting in a time limited case plan to restore the harm. Please contact Family Services Division at 941.833.6500 ext.2. for more information.

Human Services -2014 Budget Actuals

	Expenses	Revenues	Percent
• 211	\$ 198,060	\$ 1,089	0.5%
• Human Services (Social)	\$2,403,463	\$ 10,906	0.5%
• Family Services Center	\$ 175,333	\$ 47,155	27%
• LIHEAP	\$ 405,465	\$ 401,737	99%
• Civil Citation	\$ 25,735	\$ 26,480	103%
• CSBG	\$ 81,861	\$ 83,020	101%
• In-Home	\$ 180,663	\$ 87,138	48%
• IIIIE	\$ 66,693	\$ 65,956	99%
• CCE	\$ 857,453	\$ 674,590	79%
• HCE	\$ 56,049	\$ 20,730	37%
• SHIP	\$ 665,744	\$ 607,983	91%
• Veterans	<u>\$ 244,013</u>	<u>\$ 2,123</u>	<u>0.9%</u>
	\$5,360,532	\$2,028,907	38%

• 2014-2015 ESG Program	\$76,598 (plus 100% Match)
• 2014-2015 Invest in Children Grant	<u>\$23,943</u>
	\$100,541

2014 State Mandate Expenses

• Child Medical Exams - \$16,000
• Indigent Hospital Reimbursement (HCRA) - \$17,048
• Indigent Burials - \$27,760
• Medicaid Reimbursement - \$1,568,981

Total Mandated Expenditures

\$1,629,789 or 68% of Social Services Budget & 30% of total Dept. Budget

2014 Senior Service Program Expenses

\$1,160,858 Revenue - \$848,414 = 27% County Local Match

HUMAN SERVICES STAFF DEVELOPING NEW MISSION STATEMENT

The Department began holding quarterly employee meetings to engage all staff in team building, employee recognition, communication, customer service, and developing a vision for human services in Charlotte County. Our new Mission Statement which reflects our commitment to service and the community was adopted in 2014.



Charlotte County Government

"To exceed expectations in the delivery of public services."

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