A Community Framework for Action
for Health & Human Services in Charlotte County

TOGETHER Charlotte!
Aligning health & human services to improve our community
We envision a safe, healthy, educated and **vibrant community** where individuals, families and organizations are **encouraged, engaged, and empowered** to actively participate in achieving financial stability and in creating a sustainable quality of life for all.

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Mary Byrski
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Aimee Coley
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New Operation Cooper Street

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Boys and Girls Club

Sue Firestone
Senior Friendship Center

Hector Flores
Charlotte County Board of County Commissioners

Debrah Forester
Economic Development Office

Earl Goodwyn
Charlotte County Sheriff Office

Beth Harrison
Englewood Community Care Clinic

Bill Hawley
Fawcett Memorial Hospital

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Community Action Agency Advisory Board

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United Way of Charlotte County Board Member

Marianne Taylor
Charlotte County Fire /EMS

Bill Truex
Charlotte County Board of County Commissioners

Steve Vito
SunTrust Bank

Phil Wickstrom
City of Punta Gorda

Paula Wilman
Punta Gorda Housing Authority

Norm Wilson
Charlotte County Sheriff Office

Denis Wright
Florida SouthWestern State College

John Wright
Punta Gorda Chamber of Commerce

Chris Zimmer
New Operation Cooper Street
Charlotte County has a variety of health and human services available to serve a very diverse population. Concern has been expressed, over the years, regarding the accessibility, affordability and availability of the services to meet the needs of our residents. There have been several efforts to address these issues, including the conduct of community assessments and the development of action plans. However, the plans and actions have not been coordinated to maximize use of our community resources.

Recognizing the need for a more coordinated and connected delivery of health and human services, key community leaders came together to discuss possibilities to unite the community in an initiative to improve the delivery system. A 10 question survey was developed and distributed among stakeholders (Appendix A). The information gathered through the survey established a baseline for the stakeholders’ discussions of various topics. In addition, this group examined multiple agency plans and identified alignment gaps among them.

Representatives from Charlotte County Government, United Way of Charlotte County, Community Foundation of Charlotte County, Department Health-Charlotte County, Charlotte Behavioral Health Care as well as community volunteers met for several months, examined previous efforts and plans and discussed strategies for employing a unified community effort to address the inadequacies and challenges in meeting the health and human services’ needs.

The result of this work was the formation of Together Charlotte, with the aim of promoting collaboration and aligning health and human services to improve our community. In June 2016, with the understanding that Together Charlotte had to be community based and inclusive, over 50 community stakeholders and leaders were invited to attend a series of four planning sessions to create a community plan.

The goals for the sessions were to:

- Create a shared vision that reflects the community’s aspirations, values and expectations
- Identify focus areas that reflect critical community concerns
- Establish mechanisms that enable and encourage agencies to innovate, collaborate, coordinate and share resources
- Design an organizational framework that promotes collaboration among those in the health and human services delivery system
- Determine guiding principles, leadership philosophy, mission and roles necessary for an organizational framework

These four sessions occurred over a period of three months, August through October and were attended by upwards of 50 stakeholders.

In addition to these stakeholders’ sessions, there were five community conversations conducted in Englewood, Port Charlotte, and Punta Gorda. These sessions were open to the public and at each session, the participants had the opportunity to discuss their aspirations for our community, challenges and concerns, and opportunities for improvement. The information gathered at these community sessions was shared with the stakeholders to use in their discussions. Over 100 people attended the community sessions.

The results of this initial Together Charlotte effort include:

- A Vision for our community, shared by the stakeholders and community leaders
- A Mission statement for Together Charlotte that identifies its unique role in our community
- Organizational Values that align to community expectations
- A Leadership Philosophy that expresses how the leaders will engage
- Guiding Principles that will frame decision making, maintaining alignment with Vision, Values and Mission
This Community Framework for Action is just the beginning. There will be future meetings of Together Charlotte that will focus on the issues identified in the plan. Critical to its success, Together Charlotte encourages continuing participation and engagement of stakeholders and community leaders and will seek and encourage active involvement of our residents to work together to improve our health and human services.

The stakeholders identified the following key items for a Community Framework for Action. These are:

**ISSUE:**

There is no entity or structure within the community that bears responsibility for addressing the critical issues facing health and human services delivery, and facilitating strategies for system improvements.

There are a multitude of plans and strategies that address health and human services that are not aligned or well-coordinated.

The public at large, users of the health and human services delivery system, and providers may not be aware of the services and resources available to them, the contributions these services make to the vibrancy of the community or the shortcomings and deficiencies within the system.

Information: Data and data analysis are not consistent, known or readily accessible to support effective decision making.

There is a level of distrust among some segments of the community and as well as a lack of community willingness to engage in addressing critical issues.

**ACTION:**

Create a Together Charlotte collaborative.

a. Establish a community process that aligns existing plans and assessments to community aspirations and expectations.

b. Identify opportunities for collaboration among TC members and others.

Develop and implement a communications plan to better inform the public, users of services, and providers, government, and businesses.

Establish a data repository.

Develop an approach to inform, learn from and engage/involve disaffected members of the community.

Together Charlotte
A Community Framework for Action

Shared Vision
Sharing with others a vision of the future provides opportunity for collaboration and alignment of individuals and organizations to a common purpose, inspires action based on shared aspirations for a better community, and opens the door to possibilities centered on community and not organizations. Our Shared Vision is:

“We envision a safe, healthy, educated and vibrant community where individuals, families and organizations are encouraged, engaged, and empowered to actively participate in achieving financial stability and in creating a sustainable quality of life for all.”

Mission
Identifying an organization’s unique mission in a complex system is fundamental to success and long-term sustainability. As a new concept, Together Charlotte has a unique opportunity to serve the community as a convener, facilitator and catalyst for innovative approaches to addressing gaps and inefficiencies within health and human services delivery systems. Our Mission is:

“Together Charlotte is a collaborative coalition that empowers and encourages our community to champion high quality health and human services.”

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Executive Summary
The Roles of Together Charlotte that support our mission are:

- Advisor
- Advocate
- Catalyst
- Collaborator
- Convener
- Educator
- Evaluator
- Planner

Community Values and Expectations
A high quality of life is very important to our residents, centered on the uniqueness of our individual communities and our abundant natural resources. We strive for a healthy economic base and want a safe, family friendly environment that respects our age and ethnic diversity. Educational opportunities for our youth are a foundation for our future. We are caring and compassionate and support access to needed health and human services. And, we encourage individual responsibility in the use of services and value fiscal responsibility on behalf of government, philanthropic organizations and service agencies in the funding and provision of these services. We expect a well-connected, responsive, effective and efficient service delivery system achieved through a collaborative approach of community partners and stakeholders. We expect the community to be informed of the appropriate use of services and their availability and location.

Together Charlotte aligns its organizational values to the community it serves through:

- Accountability
- Compassion
- Innovation
- Integrity
- Respect
- Collaboration

Leadership Philosophy
Achieving success in a broad-based initiative such as Together Charlotte requires a unified leadership approach that embodies the values of the community and encourages active participation and engagement of community members and the agencies and organizations they may represent. The leadership philosophy that unifies Together Charlotte is:

“Together Charlotte focuses on improving our health and human services delivery systems by encouraging and empowering broad participation, fostering collaboration, and embracing innovation while respecting the obligation to our community to enhance our quality of life and maintain fiscal responsibility.”

Guiding Principles
Service delivery systems within a community are complex and multi-faceted with, in many situations, competing and conflicting interests and priorities, confounded at times by lack of information or awareness. Our Guiding Principles will encourage and enable our leaders to seek decisions that are consistent, reflect our vision and values, and align with our mission and community expectations.

The guiding principles of Together Charlotte are:

1. Align to our Shared Vision, our Values and our Mission.
2. Foster collaboration that will improve efficiency of service delivery.
3. Maximize the use of limited resources and the return on investment.
4. Base decisions on thorough analysis of the issues and sound data and use best practices as a benchmark.
5. Ensure active and open participation of community members, encouraging and respecting diversity.
6. Complement other community systems that gains leverage and builds capacity through linkages to them.
Together Charlotte recognizes the importance of being inclusive in addressing the challenges ahead. We will rely on and encourage active participation of a variety of individuals and organizations including: civic and community leaders, businesses, faith based organizations, local and county governments, health and human services organizations, service clubs and organizations, advocacy groups, education, and community members.

Together Charlotte will provide a framework to build and enhance community capacity to improve health and human services delivery systems. Appendix (B) graphically depicts the framework created to guide the process.

These building blocks align with the mission and roles of Together Charlotte and are:

**Organizational Building Blocks**
- There is no entity or structure within the community that bears responsibility for addressing the critical issues facing health and human services delivery system improvements and facilitating strategies to improve.

**Planning Building Blocks**
- There are a multitude of plans and strategies that address health and human services that are not aligned or well coordinated.

**Information Building Blocks**
- Data and data analysis are not consistent, known or readily accessible to support effective decision making.

**Awareness Building Blocks**
- The public at large, users of the health and human services delivery system, and providers may not be aware of the services and resources available to them, aware of the contributions these services make to the vibrancy of the community or aware of the shortcomings and deficiencies within the system.

**Trust/Engagement Building Blocks**
- There is a level of distrust among some segments of the community as well as a lack of community willingness to engage in addressing critical issues.

The Community Leaders identified other challenges that impact the delivery of health and human services. While these challenges are significant, addressing them will require long term strategies and are beyond the scope and capacity of Together Charlotte in its early development.

These challenges are:

**Funding:** Limited funding impacts on access to service and to the development of strategies that may increase collaboration and reduce inefficiencies.

**Access to Services:** Some segments of the community can not obtain needed health and human services because of affordability, availability, or accessibility.

**Transportation:** Transportation is not available to some segments of the community and limits or impedes access to employment and a range of services and activities.
We Need to Hear From You!

Please join us for a **COMMUNITY CONVERSATION** about health and human services in Charlotte County. Let’s talk about transportation, mental health, safe neighborhoods, senior services, access to healthcare, education, financial stability. Let’s talk about what matters to YOU!

**What are your aspirations for our community?**

**Let’s discuss pressing issues. Share ideas. Make connections.**

All are welcome to attend any or all of the following conversations:

- **Wednesday, August 24th at 2:00pm**
  Tringali Recreation Center
  3460 N. Access Road, Englewood

- **Wednesday, September 7th at 10:00am**
  Charlotte Harbor Event Center
  75 Taylor Street, Punta Gorda

- **Thursday, September 8th at 4:00pm**
  Mid-County Library
  2050 Forrest Nelson Blvd, Port Charlotte

This community is my home and I believe it is our obligation to work to improve conditions for all.

Weaknesses? A bureaucracy that can be a roadblock to the efficient delivery of services.

I want us to educate and empower people to help themselves.

We expect services to be available and accessible.

Your voice matters!
WHAT I LIKE ABOUT CHARLOTTE:
• Small Town
• Together Feeling
• Not congested/quiet
• Outdoor life/beaches
• Community works together
• Friendly people
• Laid back feeling
• Safe
• Vested Citizens/Take Action
• Uniqueness
• Law Enforcement Support

ISSUES:
• Transportation
• Housing
• Healthy Aging
• Poverty
• Disparity between Sarasota & Charlotte
• Limited financial stability for working families and seniors
• Access to Care
• Communication

ASPIRATION:
• More attendance at workshops
• Volunteerism for non-profits
• Encouraging of each demographic

ECONOMIC DEVELOPMENT
• Stronger qualified workforce
• Responsible growth/Development plans

ACCESS TO SERVICES
• Eliminating barriers for citizens throughout the county to access the same resources
• Creating cohesiveness for services
• Prioritizing health and human services/creating a greater sense of urgency
• County unified service building (one-stop shop) for services under one roof

PLANNING
• Getting more involvement with the comprehensive plan and what is going on in the community
• Affordable long term care for elderly and uninsured
• Less reactive and more proactive
• Population Density (coastal control)

EDUCATION
• Better school system
• Reduction of stigma of Technical College (Vo-tech) to encourage learning of skilled trades (stronger workforce)

SOLUTIONS:
COMMUNICATIONS/INFORMATION
• Better communications
• Promote 211 (correct Englewood residents being sent to Sarasota)
• Create a resource repository/Network of providers

AFFORDABLE HOUSING
• Laws/ordinances to create affordable housing
• Distinguish between affordable and workforce housing
• Incentive for builders/developers to build affordable housing
• Incentivize self-sufficiency for people on section 8 assistance

MORE WALKABLE COMMUNITIES

RECOGNITION OF CONTRIBUTION AND INVOLVEMENT BY FAITH BASE IN PREVENTION

REDUCTION OF TAXES FOR NON-PROFIT ORGANIZATIONS

PUBLIC PRIVATE PARTNERSHIPS

WHAT DOES IT TAKE TO SUCCEED?
• Pooling resources
• Resiliency
• Volunteerism
• Communication
• Focus
• Return on Investment (ROI)
• Community Support and involvement
• BCC Support
• Better jobs
• Education
• Accountability
• Incentive to get off public assistance
• Ability to help people help themselves

WHO DO I TRUST?
• United Ways
• Habitat for Humanity
• All well run non-profits
• Bob Herbert at Charlotte County Housing
• Faith base agencies
• Law Enforcement
WHAT KIND OF COMMUNITY DO YOU WANT? (ASPIRATIONS)

PEOPLE
• Drug free
• Moral
• Connected
• Active
• Accepting of differences (cultures, beliefs, sexuality, expressions)
• Healthy
• Parental and personal responsibility

PLACE
• Transparent (exchanging information)
• Safe
• No homelessness
• Reasonable community transportation
• Education in schools with parents assuming this role in the home
• Supportive community

PROSPERITY
• Accountable
• Stability
• Obedient government

ISSUES:
ACCESS TO SERVICES
• Drugs and mental health
• Lack of access to services
• Not enough access for seniors (lack of services for seniors)
• Drug rehabilitation services

COMMUNITY ENGAGEMENT
• Feelings of being divided (lack sense of community)
• Underutilization of churches
• Underutilization of service organizations

CRIMINAL JUSTICE
• Judicial (sentencing) and law enforcement reform especially with drug abusers
• Prison system should not be “for profit”

VETERANS’ SERVICES
• Lack of awareness of services and outreach efforts for veterans
• Need more veterans’ services

ECONOMIC SELF-SUFFICIENCY
• Hunger
• Poverty
• Jobs

GOVERNMENT
• More accountability of government spending
• Too many government prohibitive regulations

AFFORDABLE AND ACCESSIBLE THINGS FOR KIDS, TEENS AND FAMILIES TO DO FUNDING

ENHANCED TRANSPORTATION

TOP ISSUES:
• Drugs and mental health
• Affordable and Accessible things to do for children and families
• Enhanced transportation
• Utilization of community resources

WHAT KEEPS US FROM MAKING PROGRESS?

COMMUNITY ENGAGEMENT
• Differing opinions/divisiveness
• Indifference
• Lack of personal accountability/indifference
• Lack of community involvement
• Denial
• Seasonal community
• Little accommodation for people who work to participate in events

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AFFORDABLE AND ACCESSIBLE THINGS FOR KIDS, TEENS AND FAMILIES TO DO FUNDING

ENHANCED TRANSPORTATION

WHO/WHAT DO WE TRUST TO TAKE ACTION?
• Sherriff’s office
• Chamber of Commerce
• Churches
• Civic organizations
• Non-profits
• Local schools
• Youth leaders
• Parents
• People not currently involved (new involvement)
• Volunteers

WHAT CAN BE DONE THAT WOULD MAKE A DIFFERENCE?
Insufficient time to answer

WHAT DOES IT TAKE TO SUCCEED?
Insufficient time to answer

DIFFERING PRIORITIES FOR THE POOR, WEALTHY, HOMELESS

FAMILY STRUCTURE

SUPPORT SYSTEMS SUCH AS CHILD CARE

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Englewood Conversation - Group 2
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ISSUES:

HEALTH AND HUMAN SERVICES
- Access to health and human services
- Mental health
- Affordable, qualified child care
- Substance abuse
- Youth behavioral issues/bullying
- Care and socialization “hub” for vulnerable seniors

WORKFORCE
- Poor wages/livable wages
- Unqualified workforce

HOUSING
- Affordable housing
- Workforce housing
- Homelessness

POVERTY

LACK OF GOOD SCHOOLS

APPEARANCE/AESTHETICS OF PORTIONS OF COUNTY

UNWILLINGNESS TO PAY FOR COMMUNITY IMPROVEMENTS

TRANSPORTATION

LACK OF STRONG BUSINESS PRESENCE

ASPIRATIONS:

PEOPLE
- Multi-generational activities
- Healthy and active lifestyle
- Social supports for seniors
- Mentorship programs

PLACE
- Safe neighborhoods
- Friendly community
- Quality schools
- Cultural events and programs
- Plentiful natural resources
- Clean environment
- Aesthetic appeal
- Quaintness
- A place for all/diversification
- Affordable housing

PROSPERITY
- Good economy
- Diverse employment opportunities
- County-wide prosperity
- Measured growth
- Lots of locally owned businesses

BARRIERS:

FUNDING
- Lack of money/resources
- General economy

COMMUNITY ENGAGEMENT
- Lack of volunteerism/advocates
- Lack of commitment/apathy
- Sense of disconnect throughout county
- No sense of community identity
- Exclusiveness vs. Inclusiveness
- Absentee homeowners
- Seasonal residents/transient population
- Time and energy of working class
- Planning
- Lack of a health and human services “master plan”

SOLUTIONS:

COMMUNITY ENGAGEMENT
- Greater involvement of citizens
- More champions of the community
- Make meetings more accessible to working class
- Reach out more to target populations/ensure everyone has a voice

HEALTH AND HUMAN SERVICES
- Child care and transportation to community meetings/incentives
- “One-stop-shop” for health and human services (combination of cultural center, family services center, education, and health care)

PLANNING
- Set realistic expectations
- Utilize best practices/successful models (for example, blue zone)
- Balance community needs with available resources

PROSPERITY
- Provide more and better employment opportunities
- Attract more businesses

ACCOUNTABILITY
- Government accountability
- Accountable and transparent organizations

WHO DO I TRUST TO TAKE ACTION?
- Law enforcement (sherriff’s office)
- United Way
- Enterprise Charlotte Economic Council
- Strategic partners
- Charlotte County Chamber of Commerce
- Non-profits
- Next generation
- Local hospitals
- Myself
- Mentors and volunteers
- Accountable and transparent organizations
- County Commissioners
ISSUES:

HEALTH AND HUMAN SERVICES
• Drugs
• Lack of resources for aging population/
  Loss of programs for elderly

HOUSING
• Affordable housing

ECONOMIC DEVELOPMENT/
  WORKFORCE
• Employment/Jobs/wages
• Competition for jobs between seniors
  and youth
• Lack of economic diversity/development

DIVERSITY
• Cultural diversity
• Lack of cultural diversity
• Perception of Charlotte as retirement
  community

COMMUNITY ENGAGEMENT
• Lack of inclusion for new residents
• Enhance communication and outreach
• High turnover in population

TRANSPORTATION

GEOGRAPHIC ISOLATION BETWEEN PG,
  PC, ENGLEWOOD

LACK OF YOUTH FOCUS

TOP ISSUES:
• Economic development
• Housing (rent, homelessness, barriers to
  housing for those with felonies)
• Health (drug use, mental health, elder
  issues, crime prevention)
• Transportation (affordable & convenient)
• Rising sea levels

ASPIRATIONS:

PEOPLE
• Active
• Educated
• Healthy
• Altruistic
• Drug free

PLACE
• Affordable
• Cohesive
• Secure
• Safe
• Desirable
• Transportation & ability to move freely
  throughout county
• Attractive
• Welcoming

PROSPERITY
• Prosperous
• Increased employment opportunities
• Environmentally sustainable

BARRIERS:

RESOURCES
• Funding
• Inefficient use of resources/time

AWARENESS
• Lack of awareness despite available data
• Lack of awareness of resources/resource
  underutilization

COMMUNITY ENGAGEMENT
• Motivation
• Cooperation/collaboration between
  local agencies
• Finding a way to engage/reach
  volunteers (i.e.) (Underutilizing seniors)

PLANNING
• Prioritization

POLITICAL WILL
SELF-DEFEATING GOVT POLICIES (BAN
  ON TRAILER PARKS AFTER CHARLEY)

LACK OF CONSISTENCY IN LEADERSHIP

SOLUTIONS:

COMMUNITY ENGAGEMENT
• Outreach/marketing
• Volunteer utilization
• Education & Job Opportunities
• Proactive rather than Reactive approach
• Community Partnerships

FIGURE OUT TRANSPORTATION
REMOVE ECONOMIC DEVELOPMENT
BARRIERS

PLANNING
• Focus financial resources on identified
  priorities
• Focus on communities using best
  practices, learn from them

WHO DO I TRUST TO TAKE ACTION?
• Untapped community leaders
• Other communities that have done it
  successfully
• Organizations that have demonstrated
  accountability within existing government
  Kitson/Babcock Development
  Existing leaders: Kitson, Klein, Asparilla,
  McQueen, Laishley
• Churches & faith-based organizations

ADDITIONAL THOUGHTS/QUESTIONS:
• What’s the plan?
• How will info be shared?
• Holding government accountable for
  existing/future projects & use deadlines
• What is different now, as the issues have
  been for the past 5 years?
• Concerns about priority overload. Focus
  on 1-3 projects to obtain success
• Invite those identified as trustworthy to
  continue to participate
WHAT KIND OF COMMUNITY DO YOU WANT (ASPIRATIONS)?

PEOPLE
• Positive
• Healthy
• Energetic
• Engaged seniors in the community

PLACE
• Safe
• Outdoor access
• Affordable
• Esthetically pleasing
• Vibrant
• Community identity
• Quality education
• Health care
• Incorporation of different municipalities
• Hospitality accommodations
• Diversity
• Elevated beautification of us 41
• Public/transportation

PROSPERITY
• Prosperous
• Skilled labor availability
• Economically enticing for all ages
• Business development vs service industry
• Availability of jobs

ACCESS TO HEALTH/HUMAN SERVICES
• Good healthcare
• Health/human resources
• Drugs/alcohol
• Insufficient social services
• Coordination of services

WORKFORCE
• Lack of skilled labor force
• Livable wages
• Employment opportunities
• Lack of trade schools

INTEGRATION

TRANSPORTATION

IMMIGRATION/LANGUAGE BARRIERS

AFFORDABLE HOUSING/HOMELESSNESS

SEWERS

EDUCATION & MENTORING

TOP ISSUES:

ECONOMIC DIVERSITY
• Jobs/employment opportunities
• Businesses
• Youth retention
• Affordable housing/homelessness

TRANSPORTATION
• Infrastructure and sidewalks
• Safe routes

HEALTHCARE/HEALTH & HUMAN SERVICES
• Mental health
• Social services
• Outreach/coordination
• Funding
• Drugs/alcohol

WHAT CAN BE DONE THAT WOULD MAKE A DIFFERENCE?

• Incorporation
• Increase young people involvement
• Open communication/collaboration
• Team punta gorda concept
• Educate adults on how to communicate/participate
• Have smaller group meetings, more often/ focus groups for particular issues

EDUCATION
• Mentoring
• Trade schools
• Higher education

WHAT KEEPS US FROM PROGRESSING?

• Government
• Funding
• Taxes
• Leadership
• Public support
• Bureaucracy
• Common sense
• Greed
• Lack of community identity
• Newcomers who do not know/have the skills to engage
• Fear of going out
• Size of county
• Lack of common purpose
• Not exploiting/utilizing social media
• Need for community branding
• Resistance to change (keep status quo)
• Communication (transparency) re: sewers; taxes/ad valorem; how $ spent

WHAT KEYS TO THE COMMUNITY?

WHO DO YOU TRUST IN THE COMMUNITY?

ISSUES:

RESOURCES/FUNDING
• Lack of financial resources
• Economics

COMMUNICATION/OUTREACH
• Communication/outreach related to health and human services

• Capitalize on churches involvement
• Branding of community
• Top supports the bottom with a unified vision

• Churches/local pastors
• Scouts
• Civic groups (e.g. VFW)
• Our Charlotte Elder Affairs Network (O.C.E.A.N)
• Student government
• Carrie Blackwell-Hussey (United Way)
• Deena (??)
• Dr. Aspirilla/Dr. Klein
• Imagine Schools
• R.O.T.C.
• Volunteers/Sheriff/Police departments
• Chamber leaders
• Associations (e.g. condos/homeowners)
• Mike Riley
• Team Parkside
• Social services agencies

• Now what?
• How do we pay for it?
• How do we stay involved?
• Do we need a Facebook Page?
• How will the project be communicated (to the population)?
• Project will need goals, objectives and outcome measures.

QUESTIONS?

• Capitalize on churches involvement
• Branding of community
• Top supports the bottom with a unified vision

• Churches/local pastors
• Scouts
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Representatives from Charlotte County Government, United Way of Charlotte County, Community Foundation of Charlotte County, Department Health-Charlotte County, Charlotte Behavioral Health Care as well as community volunteers met for several months, read multiple agency plans and discussed strategies for addressing plans alignment gaps.

I want to make a difference.
To strengthen and improve our community.
I care about people’s health and well being.
Compassion
Trust
Responsibility
A place where all people feel they have a chance to thrive.
Sustainable quality of life for all residents
A great place to live and raise a family.
### Appendix A - Community Survey

#### 4. What are three things that our community values or holds as important?

<table>
<thead>
<tr>
<th>Our community values:</th>
<th>Taking care of each other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>We value our winter population</td>
</tr>
<tr>
<td></td>
<td>Our water</td>
</tr>
</tbody>
</table>

#### 5. What are three expectations that the community may have of health and human services?

<table>
<thead>
<tr>
<th>Our community expects:</th>
<th>Access to quality health services for all</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Efficiency in use of resources</td>
</tr>
<tr>
<td></td>
<td>Easily accessible</td>
</tr>
</tbody>
</table>

#### 6. What are three strengths of the Charlotte County's delivery of health and human services?

<table>
<thead>
<tr>
<th>Strength 1: Caring people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strength 2: Volunteer health services to fill existing gaps</td>
</tr>
<tr>
<td>Strength 3: Strong agency partnerships</td>
</tr>
</tbody>
</table>

#### 7. What are three weaknesses within our community's ability to provide health and human services?

<table>
<thead>
<tr>
<th>Weakness 1: Inadequate resources for uninsured</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weakness 2: Funding</td>
</tr>
<tr>
<td>Weakness 3: Territorial issues</td>
</tr>
</tbody>
</table>

#### 8. What are three opportunities for aligning and coordinating health and human services?

<table>
<thead>
<tr>
<th>Opportunity 1: More collaboration and inclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunity 2: Community education</td>
</tr>
<tr>
<td>Opportunity 3: Consolidation of resources to serve the public</td>
</tr>
</tbody>
</table>

#### 9. What are three threats that may impact the delivery of health and human services?

<table>
<thead>
<tr>
<th>Threat 1: Lack of funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threat 2: Transportation issues</td>
</tr>
<tr>
<td>Threat 3: Opposing or conflicting policies and/or missions</td>
</tr>
</tbody>
</table>

#### 10. Identify three potential partners that you believe are critical to the success of any community effort to improve service delivery.

<table>
<thead>
<tr>
<th>Potential Partners 1: Social Service Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Potential Partners 2: Churches/Local Pastors</td>
</tr>
<tr>
<td>Potential Partners 3: Volunteers/Police/Sheriff</td>
</tr>
</tbody>
</table>

#### 11. Please provide any comments that you believe will be helpful as we move forward.
### Appendix B

#### Shared Vision
We envision a safe, healthy, educated and vibrant community where individuals, families and organizations are encouraged, engaged, and empowered to actively participate in achieving financial stability and in creating a sustainable quality of life for all.

#### Mission
Together Charlotte is a collaborative coalition that empowers and encourages our community to champion high quality health and human services.

#### BUILDING BLOCKS

<table>
<thead>
<tr>
<th>Building Block</th>
<th>WHY</th>
<th>WHAT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Organize:</td>
<td>There is no entity or structure within the community that bears responsibility for addressing the critical issues facing health and human services delivery system improvements and facilitating strategies to improve.</td>
<td>Create a Together Charlotte collaborative.</td>
</tr>
<tr>
<td><strong>2</strong> Planning:</td>
<td>There are a multitude of plans and strategies that address health and human services that are not aligned or well coordinated.</td>
<td>Establish a community process that aligns existing plans and assessments to community aspirations and expectations. Identify opportunities for collaboration among TC members and others.</td>
</tr>
<tr>
<td><strong>3</strong> Awareness:</td>
<td>The public at large, users of the health and human services delivery system, and providers may not be aware of the services and resources available to them, aware of the contributions these services make to the vibrancy of the community or aware of the shortcomings and deficiencies within the system.</td>
<td>Develop and implement communications plan to better inform the public, users of services, and providers, government, and businesses.</td>
</tr>
<tr>
<td><strong>4</strong> Information:</td>
<td>Data and data analysis are not consistent, known or readily accessible to support effective decision making.</td>
<td>Establish a data repository</td>
</tr>
<tr>
<td><strong>5</strong> Trust/Engagement:</td>
<td>There is a level of distrust among some segments of the community and as well as a lack of community willingness to engage in addressing critical issues.</td>
<td>Develop an approach to inform, learn from and engage/disaffectioned members of the community.</td>
</tr>
</tbody>
</table>

#### Roles
- Advisor
- Advocate
- Catalyst
- Collaborator
- Convener
- Educator
- Evaluator
- Planner
- Convener
- Educator
- Evaluator
- Planner

#### HOW

<table>
<thead>
<tr>
<th>Roles</th>
<th>WHEN</th>
<th>WHO</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Review best practices</strong></td>
<td><strong>Determine necessary start up resources</strong></td>
<td><strong>Define membership</strong></td>
</tr>
<tr>
<td><strong>Determine leadership</strong></td>
<td><strong>Identify structure</strong></td>
<td><strong>Short</strong></td>
</tr>
<tr>
<td><strong>Review existing data, results of community conversations, focus groups.</strong></td>
<td><strong>Convene discussions to identify potential short and medium term opportunities</strong></td>
<td><strong>Communications and Education Committee</strong></td>
</tr>
<tr>
<td><strong>Conduct additional community conversations to align to current community aspirations and concerns</strong></td>
<td><strong>Identify opportunities for alignment of plans with community aspirations and expectations.</strong></td>
<td><strong>Medium</strong></td>
</tr>
<tr>
<td><strong>Determine communication methods, priority messages and audience.</strong></td>
<td><strong>Determine communication mediums (PSAs, speakers’ bureau, newspapers, social media, Websites, studies)</strong></td>
<td><strong>Data Committee</strong></td>
</tr>
<tr>
<td><strong>Meet with elected officials and community leaders regularly</strong></td>
<td><strong>Establish mechanism for making plans/assessments available.</strong></td>
<td><strong>All Committees: Steering Plans Communications &amp; Education Data</strong></td>
</tr>
<tr>
<td><strong>Identify plans and assessments</strong></td>
<td><strong>Establish an agreement to share no-proprietary data</strong></td>
<td><strong>Openly share and disseminate information</strong></td>
</tr>
<tr>
<td><strong>Establish an agreement to share no-proprietary data</strong></td>
<td><strong>Publish a comprehensive list of available resources</strong></td>
<td><strong>Identify disaffected groups/individuals and create opportunities for interaction (community conversations, presentations, one-on-one, etc.)</strong></td>
</tr>
<tr>
<td><strong>Establish resourcing approach to support/share data analysts.</strong></td>
<td><strong>Medium</strong></td>
<td><strong>All Committees: Steering Plans Communications &amp; Education Data</strong></td>
</tr>
</tbody>
</table>
Get Involved!
Help make Charlotte County a better place to live for us all.
Contact us today.

Generously Funded By

For more information, contact Carrie Blackwell-Hussey,
United Way of Charlotte County,
at (941) 627-3539 or carrie.hussey@unitedwayccfl.org.