



# Doing Things!

**Human Services**

**February 28, 2017**



# Who We Are

106 FTE, 5% of County Administrator Workforce

Health

Social  
Services

Veterans

Consumer

Justice

Contracts  
Grants

Business  
Services



# What We Do

## ■ Health Program

- Preventative & Primary Care
- Specialty Care
- Hospital Care
- Prescription Medication
- Behavioral Health
- Dental
- ACA Navigators



# What We Do

## ■ Social Services

- Determine Eligibility for Health Program
- Advocate for Disabled
- Manage Family Housing Assistance Program
- Connect the Dots





# What We Do

## ■ Veteran Services

- Optimize Benefits for Veterans & Dependents:  
Goal =1,240 Actual =1,356
- Educate:
  - 91 Events Attended by Staff
  - 8,619 Participants at Outreach Events
- Coordinate with Stakeholders & Providers to Meet Needs



# What We Do

- **Consumer Protection**
  - Investigate Consumer Complaints
  - Mediate Investigations
  - Outreach & Educate
    - 96 Events
  - Regulate & Enforce Ordinances:
    - Bingo; Adult Use; High Prescribing Clinics; Human Trafficking; Towing



# What We Do

## ■ Justice Coordination- Contracts and Grants

- Justice for Families
- Drug Court Grant
- School Truancy
- Veterans Treatment Court
- Juvenile Detention Alternatives
- Evening Reporting Center
- Public Safety Coordinating Council
- County Juvenile Justice Academy



# Things Done



- Managed 160+ Contracts
- Developed Scorecard
- Streamlined Social Action Funding
- Developed Doing Things Models
- Developed and Initiated Q.A. Process

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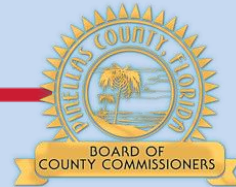
# Things Done



- Developed LIFT Program
- Initiated Housing First
- Mariners Cove Outreach
- Decreased Transportation Gap
- Health Care for the Homeless Monthly E-News
- Bayside Clinic- On Time & Budget
- Launched SOAR



# Things Done



- Awards & Recognition
  - Frequent Utilizer Initiative
    - Arnold Foundation & CUNY
  - Angel Award Catholic Charities
    - Hope Cottages
  - Sunshine Ambassadors
    - Mosley Hotel Project
  - Certified Patient Centered Medical Home
  - Whitehouse Initiative



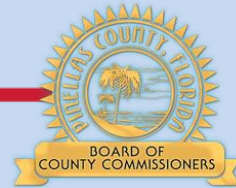
# Things Done



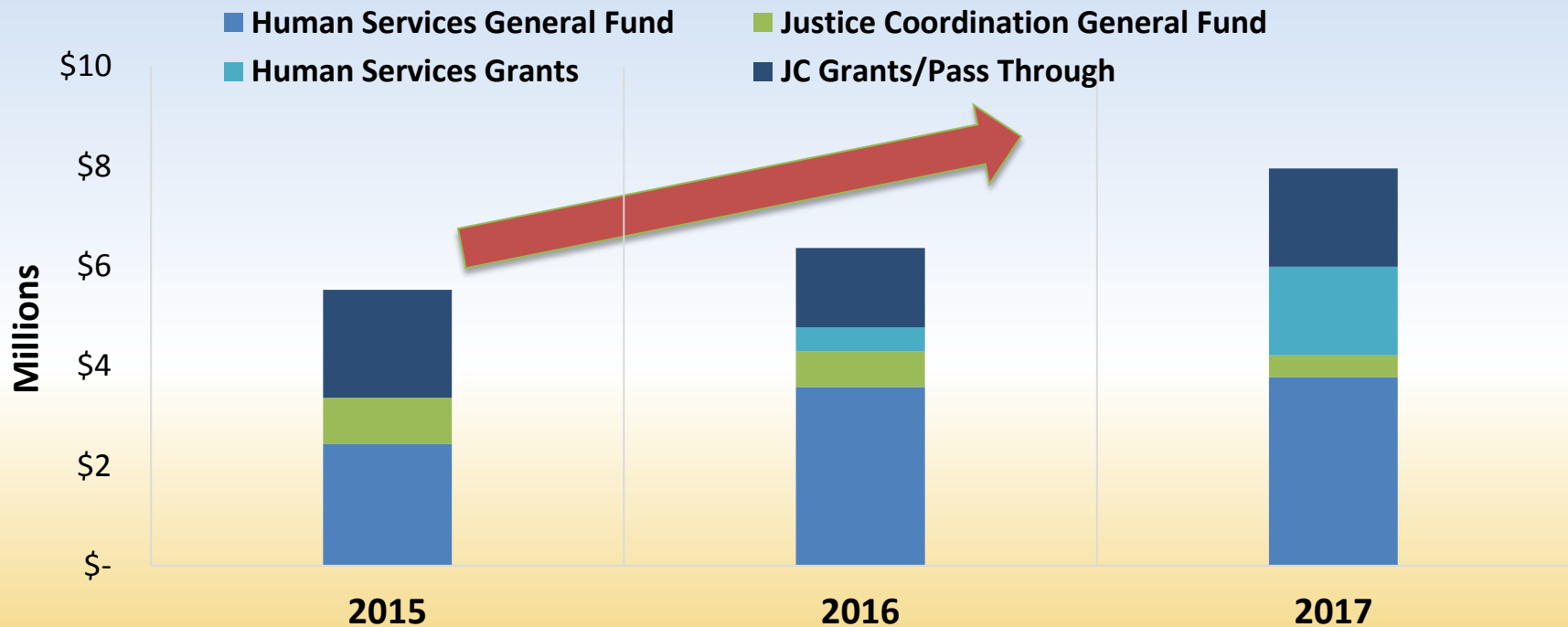
- Launched Behavioral Health Pilot
- Year 1 Focus:
  - Ongoing Engagement
  - Evaluate Success
  - Identify System Barriers & Gaps
  - Develop Solutions
  - Assess Funding Utilization & Service Needs
- May Renew for Two 1-Year Terms



# Things Done



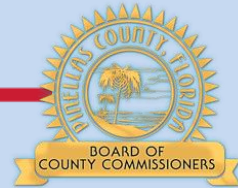
## Behavioral Health Funding by Source



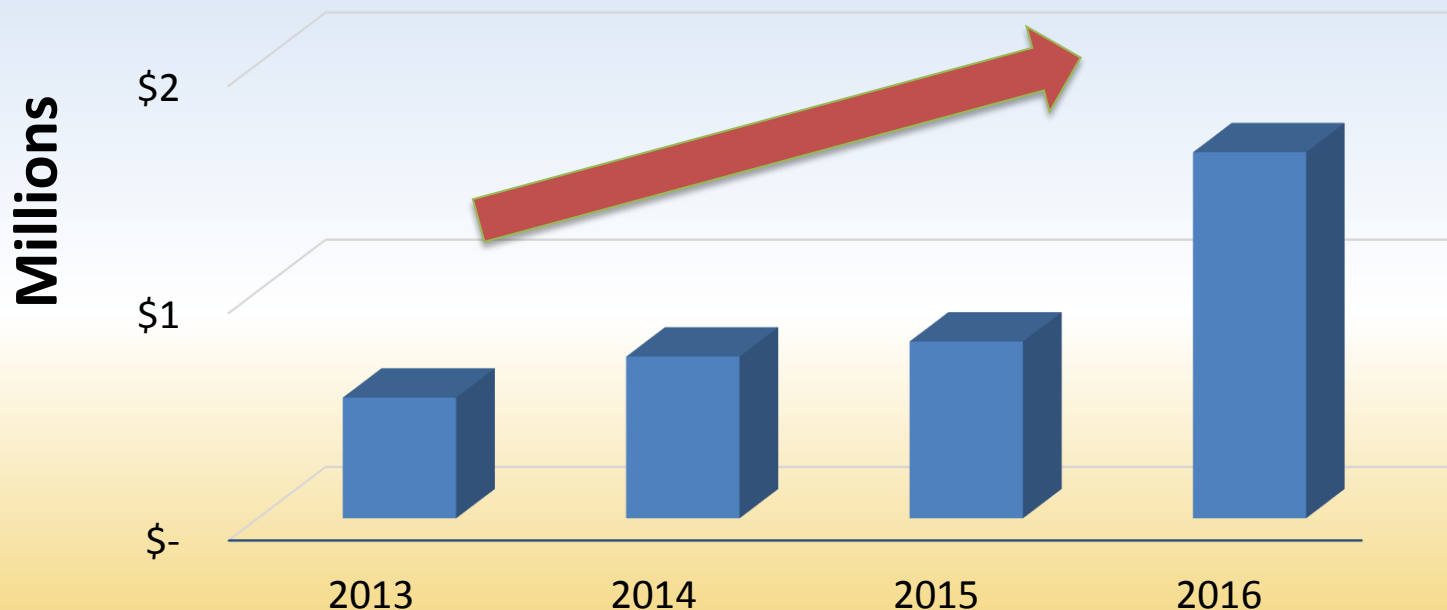
Source: Human Services Budget and Expenditure Report, 2013-2017



# Things Done



## Healthcare for the Homeless Bayside & MMU Grant Revenue



Source: Human services Budget and Expenditure Report, 2013-2017

# Things Done



## ■ Age Friendly Community

ID	Task Name	Start	Finish	Q1 16			Q2 16			Q3 16		
				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	
1	Aging Initiative assigned	1/14/2016	1/29/2016	■								
2	Create Doing Things Model	1/14/2016	1/29/2016	■								
3	Develop Aging Website	3/1/2016	7/29/2016									
4	Community Partner and Network Outreach	3/1/2016	9/29/2017									
5	Internal Stakeholders meeting	5/2/2016	5/31/2016									
6	National Senior Citizen Proclamation	8/9/2016	8/9/2016									
7	Website Unveiled at BCC	8/9/2016	8/9/2016									
8	Website Monitoring and Maintenance	8/9/2016	9/29/2017									
9	Human Services Aging Symposium	9/21/2016	9/21/2016									
10	AARP Application Process	10/3/2016	1/31/2017									
11	County and AARP Planning Sessions	10/20/2016	9/29/2017									
12	County and AARP Listening Sessions	1/3/2017	8/9/2017									
13	Update at Quarterly Symposium	1/2/2017	8/9/2017									
14	Human Services Coalition meetings Quarterly Updates	9/3/2016	8/9/2017									
15	Identify Internal Champions, Develop County Plan & Priorities	3/1/2016	8/9/2017									
16	Update at BCC/Proclamation	8/1/2016	8/9/2017									

1,721  
views



# Doing Things



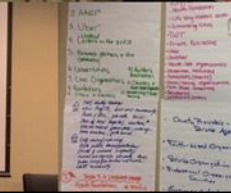
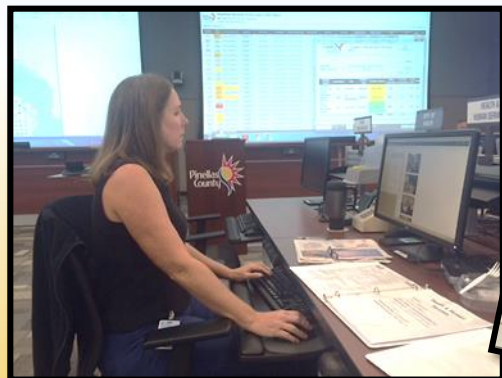
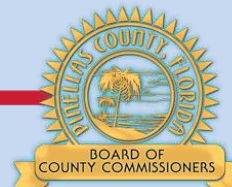
- Closing Gap on Behavioral Health & Homelessness
- Rapid Re-Housing
- Veteran Visibility Signage & Vehicle Wrap
- Veterans Jail Pod 2x/Week
- E-App
- Aging Friendly



Concept Vehicle



# Thank you!



**Our Vision: To Be the Standard for Public Service in America**