

# 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







#### Health Program

Preventative & Primary Care

- Specialty Care
- **Hospital Care**
- Prescription Medication
- **Behavioral Health**
- Dental
- ACA Navigators



#### Social Services

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











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



#### Consumer Protection

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





- 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







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





- 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



SSI/SSDI Outreach, Access, and Recovery



- 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



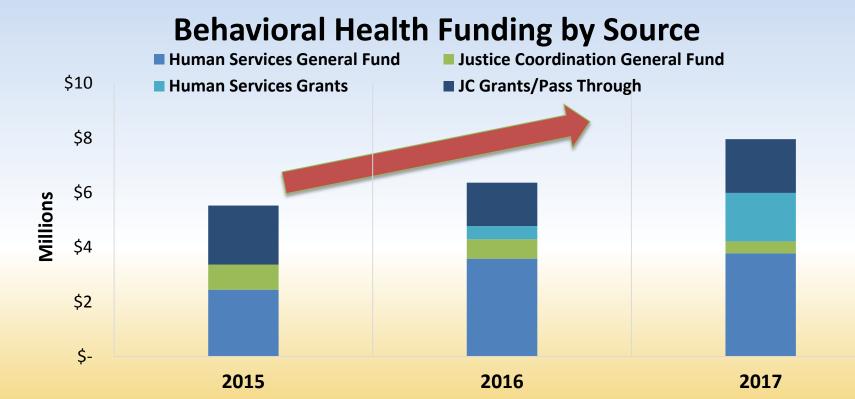


- Launched Behavioral Health Pilot
- Year 1 Focus:
  - Ongoing Engagement
  - Evaluate Success
  - Identify System Barriers & Gaps
  - Develop Solutions
  - Assess Funding Utilization
     & Service Needs
- May Renew for Two 1-Year Terms









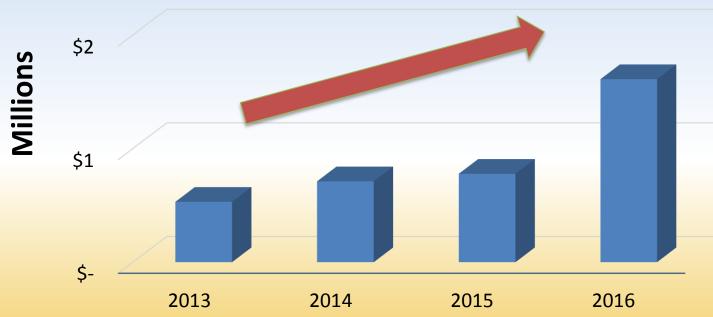
Source: Human Services Budget and Expenditure Report, 2013-2017

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





# Healthcare for the Homeless Bayside & MMU Grant Revenue



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

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



# Things Done (#)



Age Friendly Community

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D	Task Name	Start	Finish	Q1 16	O3 16	In Services
§1)	Aging Initiative assigned	1/14/2016	1/29/2016		Jul Aug Contact Us   Calend	dar I How o
2	Create Doing Things Model	1/14/2016	1/29/2016		Human Ca.	TO TO THE TOTAL PROPERTY OF THE TOTAL PROPER
3	Develop Aging Website	3/1/2016	7/29/2016		Human Services Hon	me Official
4	Community Partner and Network Outreach	3/1/2016	9/29/2017		Board / Agenda	Mews   Media   © Share     January 18, 2017
5	Internal Stakeholders meeting	5/2/2016	5/31/2016		For Residents	January 18, 2017
6	National Senior Citizen Prodamation	8/9/2016	8/9/2016		For the Community	
7	Website Unveiled at BCC	8/9/2016	8/9/2016		For Service Affiliates	Omono Commy
8	Website Monitoring and Maintenance	8/9/2016	9/29/2017		amales	
9	Human Services Aging Symposium	9/21/2016	9/21/2016			Welcome to Pinellas County Senior Connections.  Social Services / Resources:
10	AARP Application Process	10/3/2016	1/31/2017		Human Services	Helping you conner County Sant
(II)	County and AARP Planning Sessions	10/20/2016	9/29/2017		200	Social Services with what's imperior
12	County and AARP Listening Sessions	1/3/2017	0.11		Clearwater 2189 Cleveland St. Suite 230 Clearwater, FL 33724	Helping you connect with what's important to you.
13	Update at Quarterly Symposium	1/2			Clearwater, FL 33765 (727) 464-8470	• 44
14	Human Services Coalition meetings Quarterly Updates	4/3)		121	(727) 464-8400 2mag G	Adult Emergency Financial Assistance Program     Adult Individual Assistance Program     Available to qualifying adults who need a helping     Affordable Healthcare Maxingators     If a system of the program of
15	Identify Internal Champions, Develop County Plan & Priorities	3/1/	1	177		Available to qualifying adults who need a helping distinguished Healthcare Mayingators are available reactions.
16	Update at BCC/Proclamation	8/1/2	工1,		Largo Siton Road	Affordable Healthcare Navigators and helping Havigators are available of the state
			vi	ews	(727) 524-444	nand during qualifying adults who need a helping  Affordable Healthcare Havigators - Pinellas County  Avigators are available to assist you in looking  Assistance with Social Security Disability Claims of preparing disability applications.



# **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



