Doing Things!

Human Services

February 13, 2018

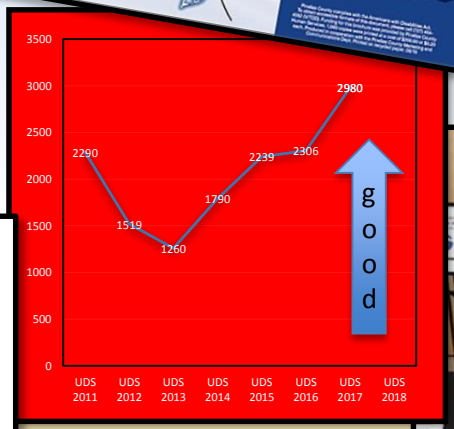
Who We Are

105.8 FTE, 5.1% 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

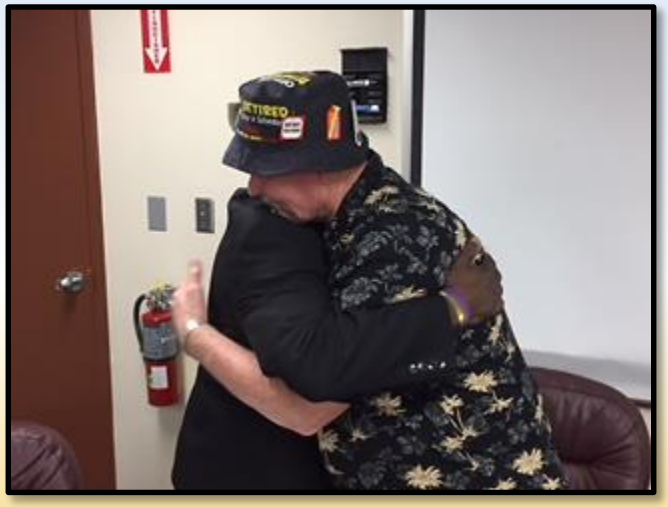


What We Do

- **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
  - Educate & Outreach
  - Coordinate with Stakeholders & Providers to Meet Needs



What We Do

- **Consumer Protection**
  - Investigate Consumer Complaints
  - Mediate Investigations
  - Outreach & Educate
  - Regulate & Enforce Ordinances

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

- Hurricane Irma

Things Done

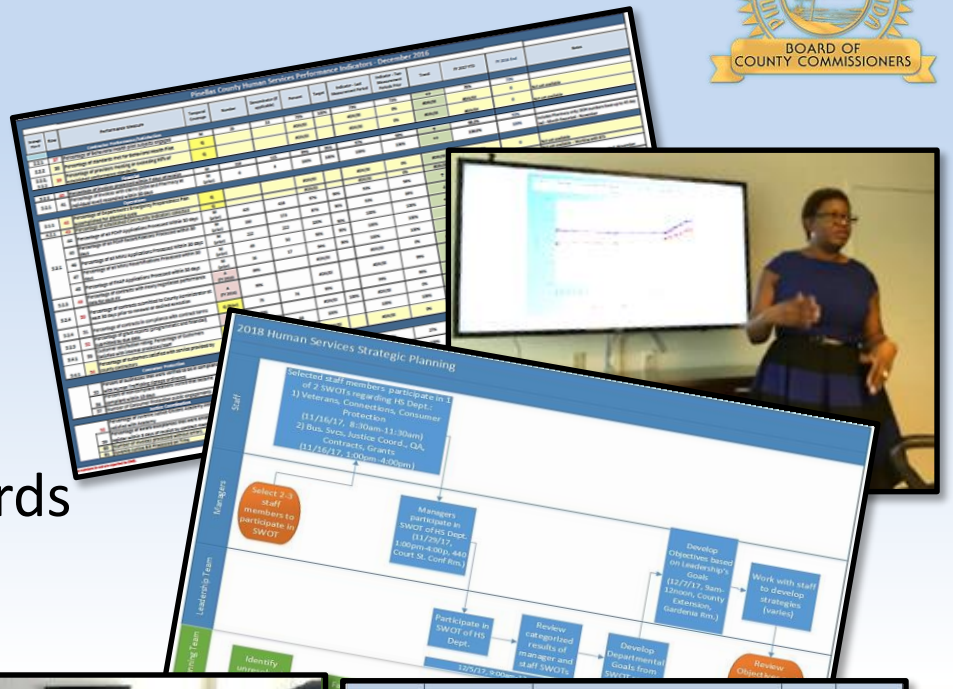
- Irma & Maria

Homeless Transport Cards

HURRICANE IRMA
BEWARE OF SCAMS
www.pinellascounty.org/consumer

Things Done

- Managed 190+ Contracts
- 105 Partners/Agencies
- Enhanced Accountability
- Created 47 Provider Dashboards
- Monthly Department Dashboard
- Held Strategic Planning Sessions



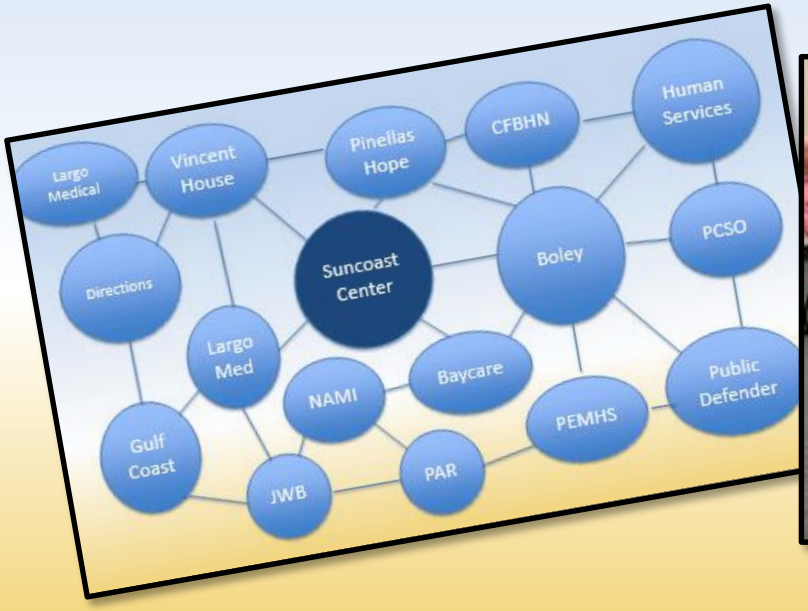
Human Services Department Project	Doing Things - Human Services Overarching Goals	Measurable Objective - Through FY17	Target	Champion
Aging	Pinellas County Human Services will advance Age Friendly initiatives by providing leadership in Coordinating a County-Wide action plan.	By October 1, 2017, complete the draft of the Human Services Age Friendly Action Plan.	Draft Complete	Daisy
		October 2, 2017 meet with Department Champions to discuss draft plans.	Participation in Meeting	Daisy
		Identify three resources/partners each to support aging in services for homeless, hunger, isolation, transportation, and consumer protection.	3 resources/ Partners X 5 service areas	Daisy
Emergency Preparedness	Improve emergency preparedness plans to prepare to respond to local human services needs during an emergency.	Get clarity from Emergency Management (EM) department on roles by comparing lists developed by EM and Human Services.	Completion	Tim
		Conduct staff training for at least three assignment areas in July (Shelter/transportation, operations, exempt)	3 trainings	Tim
		Create key contact list of human services partners to inform them of emergencies in the County when they arise.	1 list	Tim
		Identify resources that would be provided by at least 95% of contracted partners during emergencies.	95% of contractors	Tim
		Define language for contracts to establish expectations during emergencies and include in at least 95% of contracts being renewed this year, as applicable.	95% of contracts	Tim

Things Done

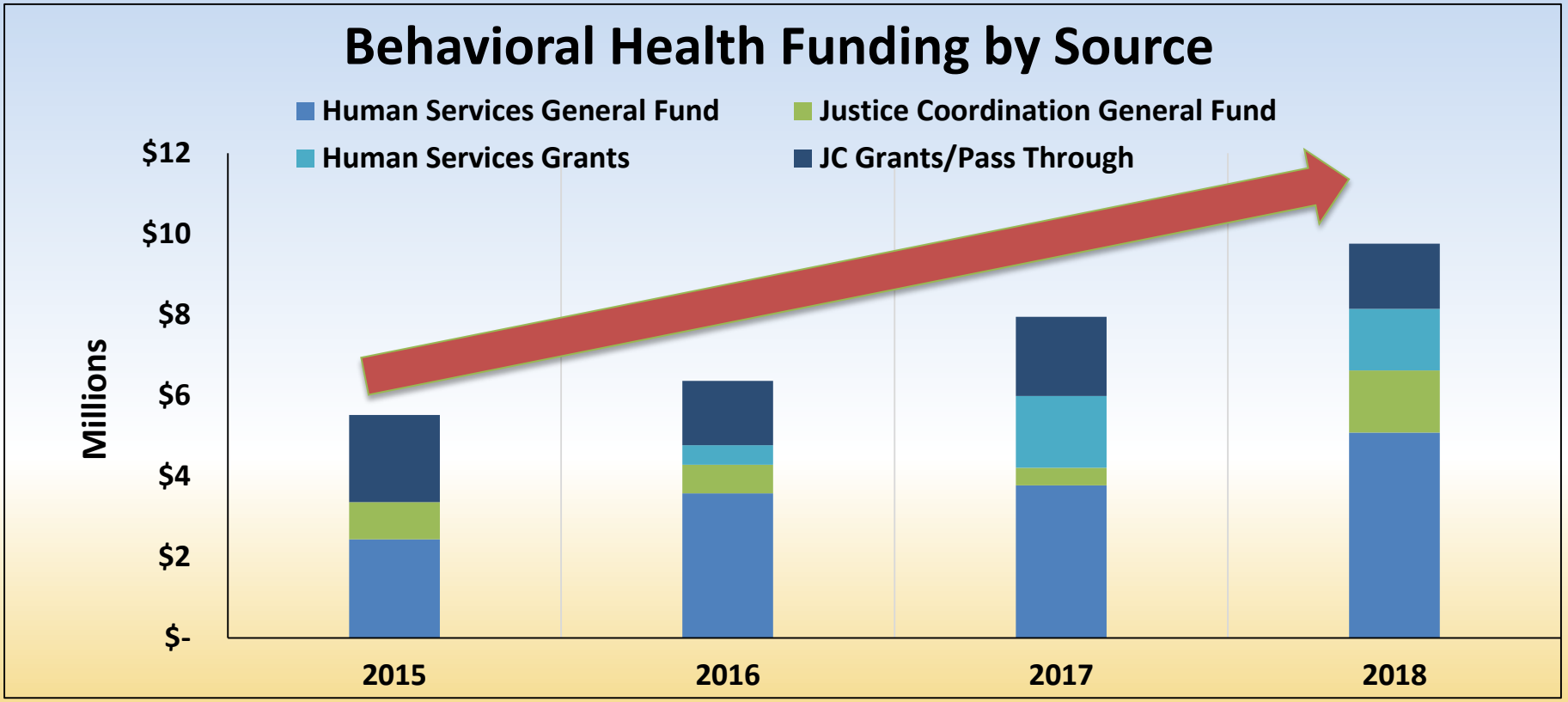
- Pharmacy Accountability

Things Done

- Pinellas Community Empowerment Team
- Collaboration – PCSO, Central Florida, County



Things Done



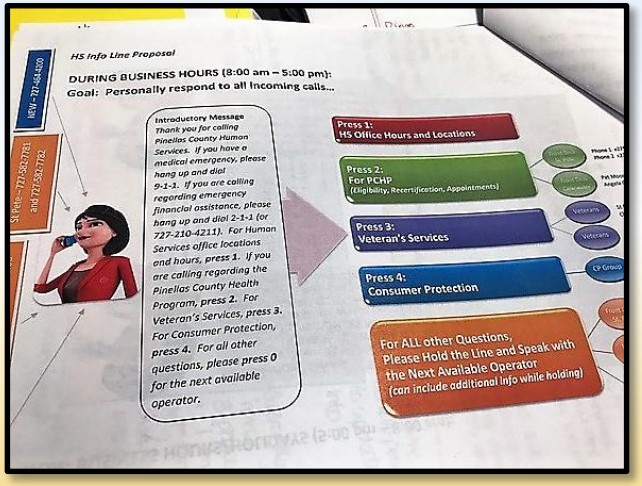
Source: Human Services Budget and Expenditure Report, 2013-2017

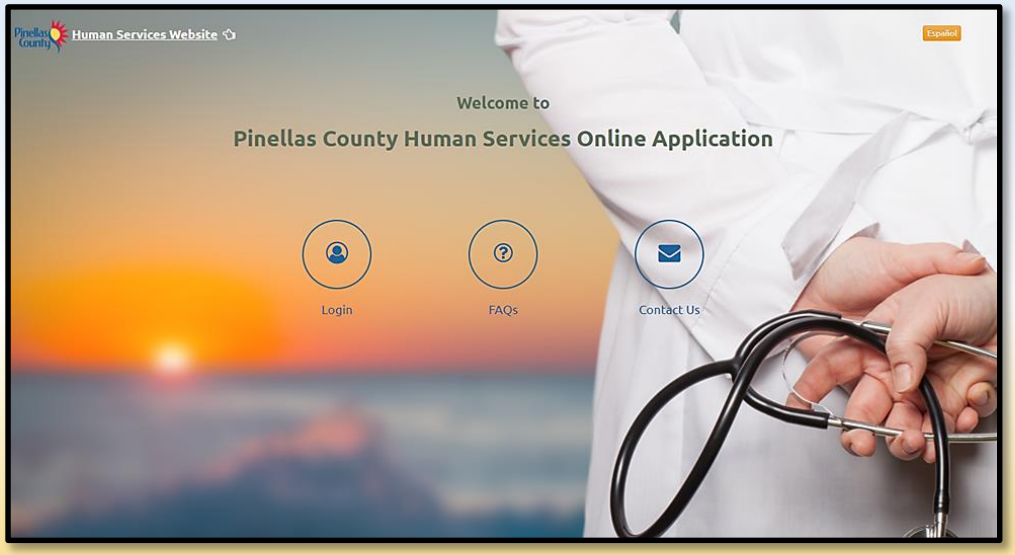
Things Done

- Secured Temporary Housing for Homeless Residents
- Completed Health Care for the Homeless Needs Assessment
- Developed and Deployed Rapid Rehousing
  - 369 people served
    - 184 Adults
    - 185 Children

Things Done

- Developed & Deployed E-App
- Enhanced Phone Line





Things Done

- Doing Things to Meet the Needs

Things Done

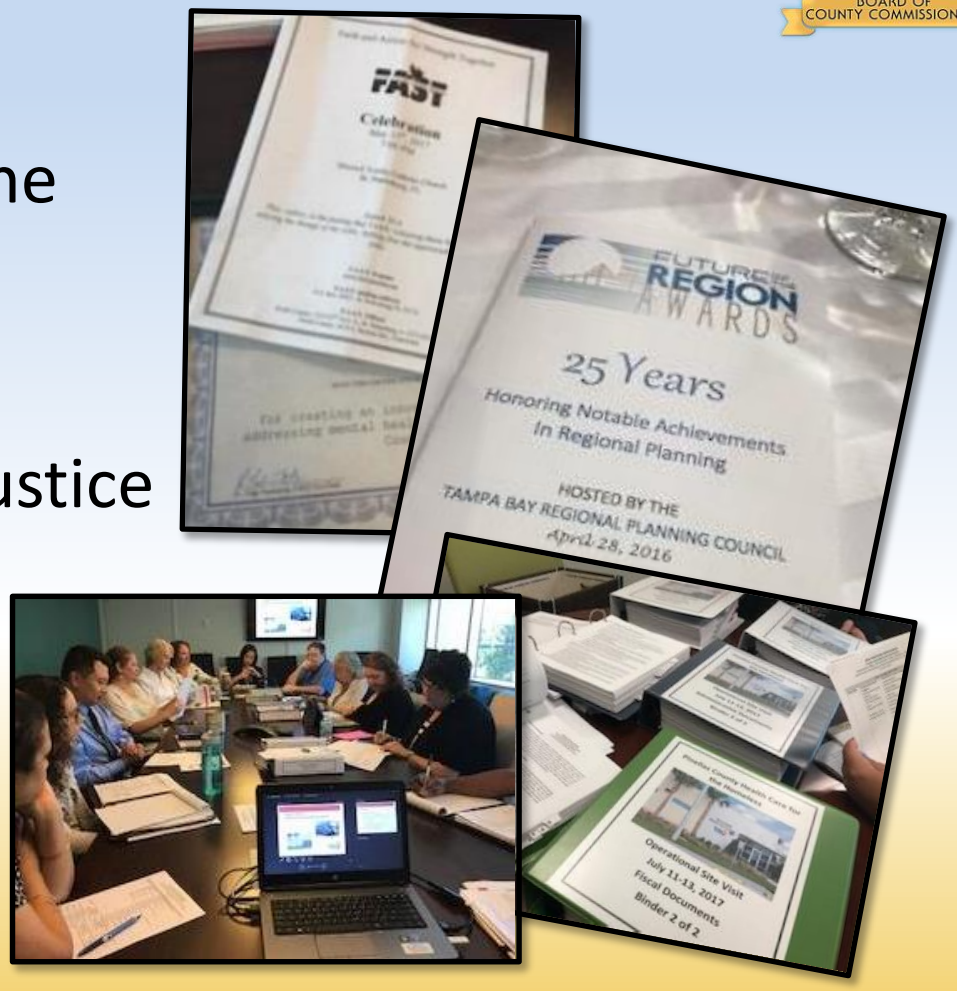
- Veteran Visibility Signage
- Veterans Vehicle Wrap
- Veterans Guide
- Veterans Video
- Designated Purple Heart
- Hosted 2nd Annual Veterans' Symposium

Things Done

- Facilitated County Tour of Safe Harbor, Pinellas Hope, & Bayside Clinic
- Partnered with Housing Finance Authority Community Education
- Trained & Facilitated Meetings with LIFT Partners

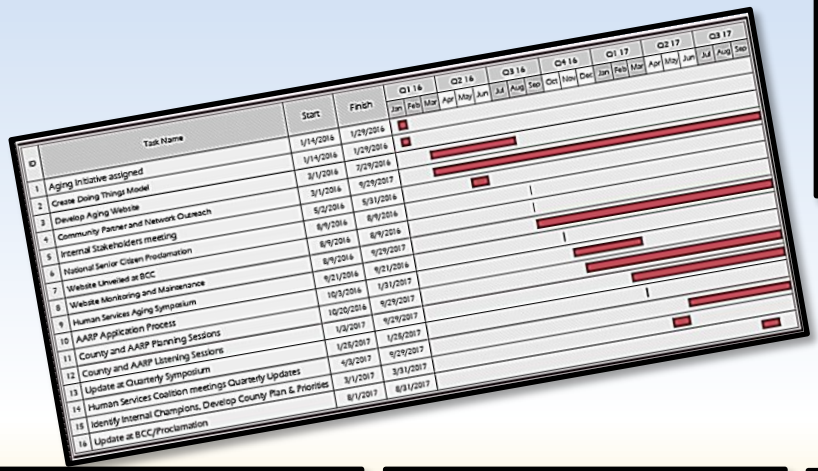
Things Done

- Nominated Future of the Region Awards
- Recognized by F.A.S.T
- Selected Data Driven Justice Best Practice
- Presented to HRSA
- City University of N.Y.



Things Done

- Age Friendly Pinellas



ID	Task Name	Start	Finish
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	2/1/2016	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	8/9/2016
9	Human Services Aging Symposium	9/21/2016	9/29/2017
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	1/31/2017
13	County and AARP Symposium	1/23/2017	9/29/2017
14	Update at Quarterly Updates	1/3/2017	3/31/2017
15	Human Services Coalition meetings Quarterly Updates	3/1/2017	8/31/2017
16	Identify Internal Champions, Develop County Plan & Priorities	8/1/2017	8/31/2017
17	Update at BCC/Proclamation	8/1/2017	8/31/2017

Thank You!

Affordable Healthcare Navigator
www.pinellascounty.org/navigator
HONOR FLIGHT
AARP Real Possibilities
Tampa Bay