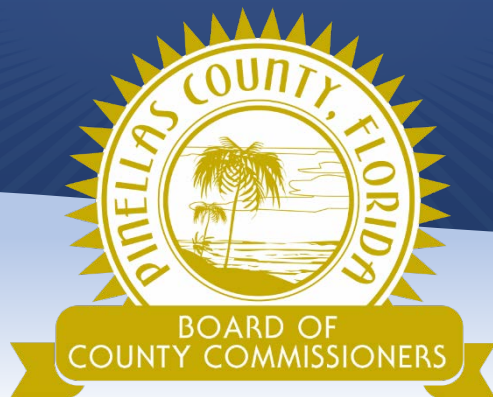


Doing Things!

To Serve the Public

Human Services



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

Doing Things! Presentation

Presented by Daisy Rodriguez

March 5, 2019



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



Who We Are



- **104 FTE, 4.9% of County Administrator Workforce**

Health

Social
Services

Veterans

Consumer

Justice

Contracts
Grants

Business
Services

NEED HELP?
LET US GUIDE YOU!

- Adult Emergency Financial Assistance-call 2-1-1
- Adult Social Security Disability Advocacy
- Consumer Protection
- Pinellas County Health Program
www.PinellasHapp.org
- Veterans Services

Call (727) 464-4200
www.pinellascounty.org/humanservices



What We Do



- **Health Program**
- **Pinellas County Health Program (PCHP)**
- **Health Care for the Homeless (HCH)**
 - **Preventative & Primary Care**
 - **Specialty Care**
 - **Behavioral Health**
 - **Prescription Medication**
 - **Dental Services**
 - **Vision Services**

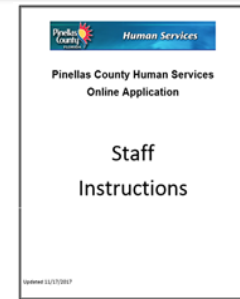
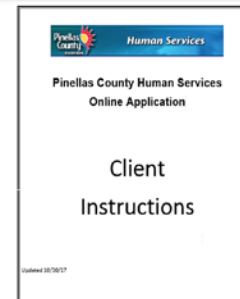
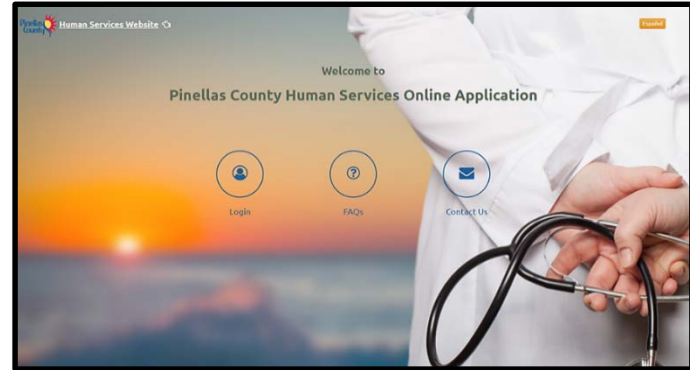


What We Do



- **Social Services**

- **Determine Eligibility for Health Program**
- **Advocate for Disabled**
- **Manage Family Housing Assistance Program**
- **Partner with Community Stakeholders**
- **Connect the dots**



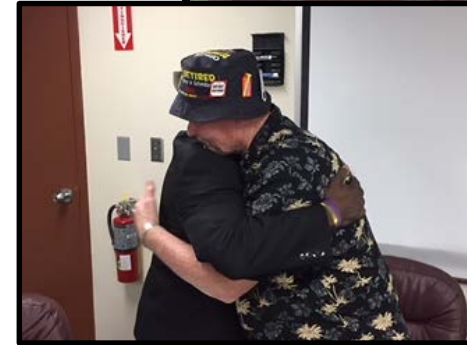
What We Do



- Veteran Services**



- Optimize Benefits for Veterans & Dependents**
- Educate & Outreach**
- Provide Resources & Referrals**
- Coordinate with Stakeholders & Providers to Meet Needs**
- Designated Purple Heart County**



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**



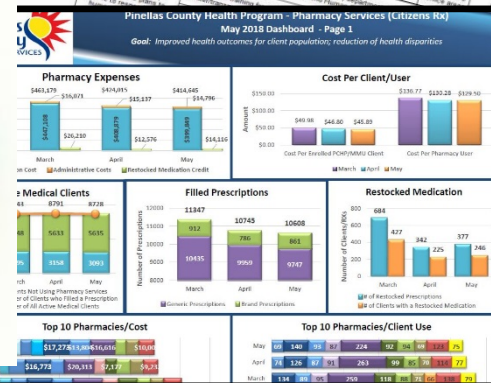
Things Done



Measuring The Outcomes:



Human Services Department Project	Doing Things - Human Services Overarching Goals	Measurable Objective - Through FY17	Target	Champion
Aging	Pinellas County Human Services will advance Age-Related issues by providing assistance in Coordinating a County-Wide action plan.	By October 1, 2017, complete the draft of the Human Services Age-Related Action Plan.	100% Complete	Daily
Emergency Preparedness	Improve emergency preparedness for the county.	October 2, 2017 meet with Department Champions to discuss draft plan. Identify three resources/partners each to support aging in services by completing lists developed by E&M and the County.	Participation in Meeting	Daily



Adult Emergency Financial Assistance Program (AEFAP)
 Fiscal Administration

Start FY18	Received	FY18 Budget	Total FY18	Expenditures	Remaining	FY18 Budget
10/1/2016	10/1/2017	N/A	\$200,000.00	\$1,843,780.00	\$0	\$200,000.00
10/1/2017	10/1/2018	N/A	\$200,000.00	\$1,843,780.00	\$0	\$200,000.00

Successes

- FY18 Pool Expenditures: \$798,958.54
- FY18 Pool Budget: \$800,000
- 840 cases approved in FY 18, 778 in FY17 (not including LPT)
- ACTAP Annual Report

Challenges

- Coordination with Prevention, Diversion, and Rapid Rehousing
- Not entering in PIMS
- Tracking recidivism-client survey
- LPT Utilization and Licensure

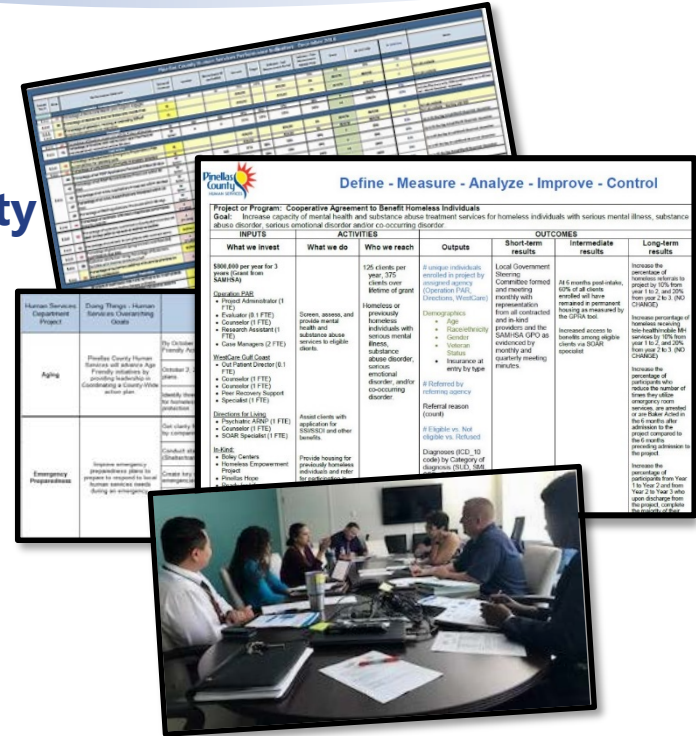


Our Vision: To Be the Standard for Public Service in America.

Things Done



- **Managed 190+ Contracts**
- **105 Partners/Agencies**
- **Enhanced Program and Fiscal Accountability**
- **Risk Assessment and Monitoring Schedule**
- **Logic Models**
- **Created 50 Provider Dashboards**
- **Ongoing Internal Review of Programs**
- **Monthly review of department scorecard**
- **Strategic Planning Sessions**

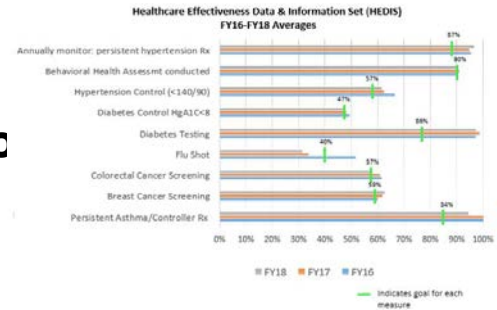


Things Done



• Health Services

- Pharmacy Savings
- Home Health Savings
- Increased dental services
- HRSA annual target met for Healthcare for the Homeless (HCH)
- Quality Award = 122K
- Met or exceeded clinical measures
- Decrease in Healthcare for the Homeless No Shc Rates
- 10,000 E- Applications received



Things Done



- **Veteran Services:**

- **3% increase in unique clients served**
- **28% increase in total number of services**
- **35% increase in outreach contacts and public education**
- **Increased jail pod assistance (64 to 145)**
- **Designated Purple Heart County**
- **Ongoing participation in Veteran Service Advisory Boards**

Things Done



- **Consumer Protection:**
 - **112 Community events with 3,792 attendees**
 - **10,440 Resources materials provided**
 - **1,105 Complaints received**
 - **Restitution/ Refund total of \$1,088,757**
 - **Collaborates with Law Enforcement and Contractor Licensing to accept and investigate criminal cases / cases with consumer harm**

NATIONAL CONSUMER PROTECTION WEEK 2018

Pinellas County Consumer Protection has scheduled several events in recognition of National Consumer Protection Week in an effort to inform citizens of their consumer rights.

Monday, March 5th

Sunshine Senior Center: 330 Fifth St. N., St. Petersburg
9:00 a.m. - 11:00 a.m. FREE paper shredding event for Pinellas County residents.
Limit 6 file boxes or bags per car.

11:00 a.m. - 1:00 p.m. A Consumer Protection investigator will be available in the lobby to answer questions and provide free resources on a variety of consumer topics.

Tuesday, March 6th

Gulfport Tuesday Market: 5000 Beach Blvd S, Gulfport
9:00 a.m. - 3:00 p.m. A Consumer Protection investigator will be available to answer questions and provide free resources on a variety of consumer topics.

Dunedin Hole Senior Activity Center: 330 Douglas Ave, Dunedin
10:00 a.m. - 12:00 a.m. Motor Vehicle Buying and Repair presentation given by Pinellas County Consumer Protection.

Wednesday, March 7th

HomeBank: 104 N. Indian Rocks Road, Belleair Bluffs
3:00 p.m. - 4:00 p.m. Tax Fraud presentation will be given by the Internal Revenue Service and Pinellas County Consumer Protection.
Registration required, call 727-668-2720

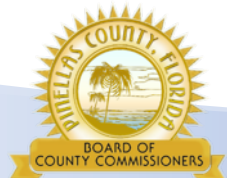
Thursday, March 8th

Largo Library: 120 Central Park Dr, Largo
10:00 a.m. - 12:00 p.m. A Consumer Protection investigator will be available to answer questions and provide free resources on identity theft prevention and repair.

Friday, March 9th

ABC Action News (Channel 28) Phone Bank
9:00 a.m. - 10:00 a.m. Investigators will answer consumer questions live on the air.

On top of the World: East Activity Center, 2069 World Parkway Blvd, Clearwater
9:00 a.m. - 11:00 a.m. FREE paper shredding and Operation Medicine cabinet event for Pinellas County residents. Limit 6 file boxes or bags per car.





• Justice Coordination

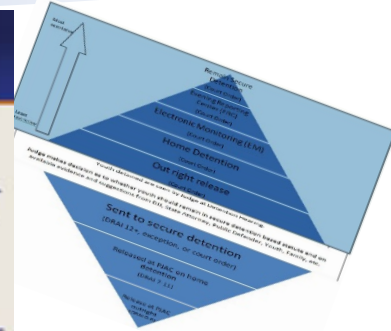
• (4) New Grants Awarded

• Juvenile Justice Citizen's Academy (JJCA)

- 32 participants
- 100% satisfaction with academy

• Evening Reporting Center (ERC)

- Program enrollment criteria was changed to increase referrals
- Enrolled a total of 75 Youth
- Additional 98 referrals were interviewed but not enrolled
- Program reached peak of 9 concurrent youth in October
- JDAI committee agreed to extend agreement with PERC through Sept 2019
- Future plan for DJJ to procure and administer ERC in North and South County



Things Done



Grants

Primary Care Services for Healthcare for Homeless Program	\$1,456,815
Medication Assisted Treatment	\$325,000 annually
Access to Mental Health Services	\$85,200 annually
Substance Use Disorder-Mental Health	\$315,750 with \$140,750 recurring annually
Cooperative Agreement to Benefit Homeless Individuals	\$800,000 per year for three years (SAMHSA)
Assisted Outpatient Treatment	\$997,160 per year for four years
Capital Assistance for Hurricane Mitigation (Bayside)	\$129,025 one time (HRSA)



Things Done



Grants

Comprehensive Opioid Abuse Site Based Program for Data	\$999,960 for three years (DOJ)
COPS Infrastructure for School Security	\$488,365 one time (DOJ)
Criminal Justice MH/SA Reinvestment Grant for Jail Diversion	\$400,000 per year for three years (DCF)
Courage to Change Drug Court Enhancement	\$93,527 per year for two years (BJA)
Adult Prison Diversion Drug Court (Division 2)	\$599,928 annually (OSCA)
Family Dependency Treatment Court	\$600,000 for three years (DOJ)
Families on Track Dependency Treatment	\$889,229 for three years (DOJ)
Improving Criminal Justice Response to Sexual Assault, Domestic/Dating Violence, and Stalking	\$864,210 for three years (DOJ)

• Opioid Task Force

- **Participation on the Department of Health Opioid Task Force**
- **999,960K Grant Award over 36 months**
 - Support the five goals of the Opioid Task Force
 - Plan and implement comprehensive programs in response the growing opioid epidemic
 - Develop a County Strategic Information Partnership
 - Provide real time / timely data collection and integration to portray a comprehensive landscape of the current state
 - Improve communication for targeted outreach, enforcement and education
 - Create cross system planning and data evaluation to better inform policy makers on targeted interventions and leverage resources



Pinellas County Opioid Task Force
Fourth Thursday of Every Other Month

Location: Operation Par, Inc.
13800 64th Street North, Largo, FL 33771

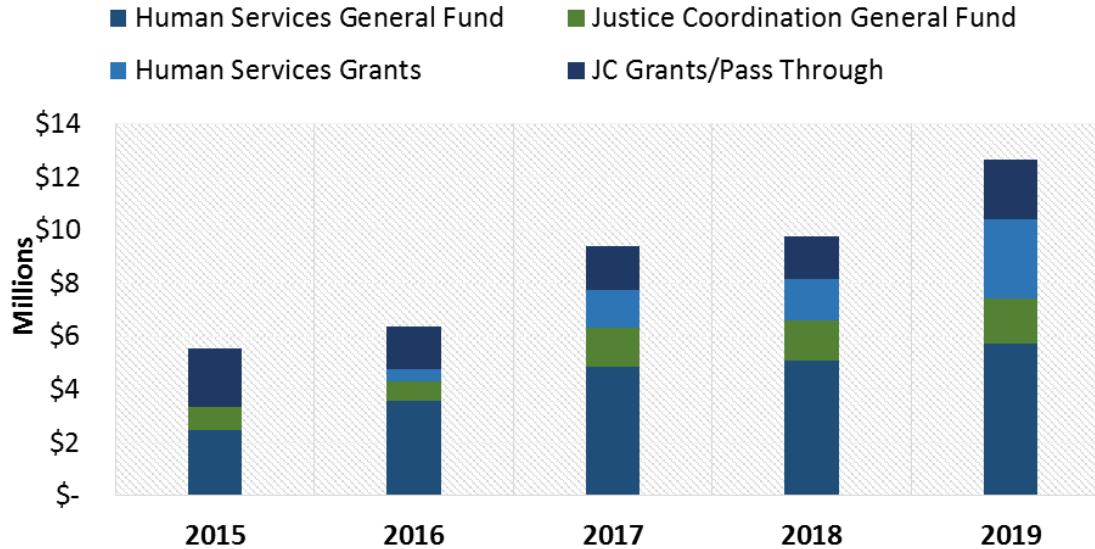
MEETING DATES for 2019	
January 31, 2019*	
March 28, 2019	
May 23, 2019	
July 25, 2019	
September 26, 2019	
November 21, 2019**	

* Changed due to County Wide Hurricane Preparedness Drill
** Changed due to Thanksgiving Holiday





Behavioral Health Funding by Source



Source: Human Services Budget and Expenditure Report, 2014-2019



- **Pinellas Integrated Care Alliance (PCHS-PCSO-CFBHN)**

- Joint Steering Committee oversight to review progress
- Pilot integrated case management model to help high need residents maintain stability in the community
- Referrals are limited to PCSO Mental Health cases
- Provides case management through a coordinated team approach to connect to available resources
- 130 referrals with 88 enrolled into the program as of Dec 2018

- **Empowerment Team**

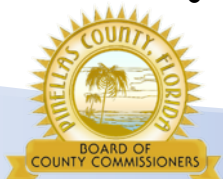
- 29 clients currently enrolled
- 21 clients compliant with long acting anti-psychotic injections (24 prescribed)
- Client Connections:
 - 16 Medicaid Benefits; 13 PCHP/ Blue Card



Things Done



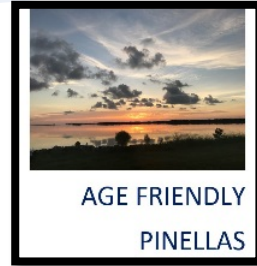
- **Homeless Services:**
 - **Family Housing Assistance Program**
 - 145 families supported
 - 82 families newly housed
 - **Developed and Deployed Rapid Rehousing**
 - 580 people served
 - 187 families enrolled
 - 136 families housed
 - **AEFAP/ LIFT**
 - 82 families housed
 - **Emergency Shelter/Bridge Housing**
 - **Homeless Diversion**





- **Age Friendly Pinellas**

- Quarterly meetings with department Champions
- Completed Age Friendly Pinellas Action Plan
- Participation in Fall Prevention Symposium in collaboration with Emergency Management, Department of Health and other community stakeholders
- Co-Facilitator with Area Agency on Aging Pasco-Pinellas (AAAPP): Food Insecurity Among Seniors with key community stakeholders

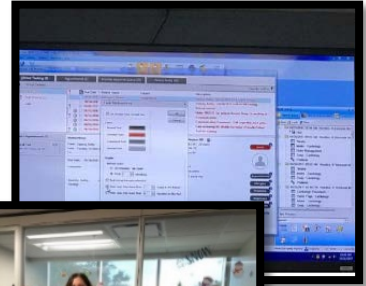


Things Done

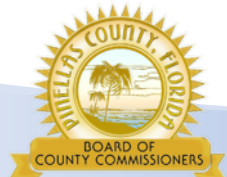


• Doing Things to Meet the Needs – Additional Highlights

- Department Emergency Management tabletop exercise
- Electronic Health Record (EHR) upgrades, staff training
- EHR web portal access to client records
- Pinellas Citizens University
- Point in Time
- HCH monthly newsletter – education/outreach
- Human Services Spotlight Series
- Annual Bike Drive
- Silver Santa



Thank You!



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