

Updated, 2/16/18



# Family Services Center: Integrated Client Services Model



## Family Services Center Sales Tax Project Proposal:

- Redesign the current structure to maximize services
- Additional new structure 16,000-25,000 sq. ft.
- Additional playground equipment and landscaping
- ADA compliance restrooms/elevator
- Addition of certified kitchen
- **Total project budget \$7,095,000**



## Prevention saves money...

- Prevention and Early Intervention Youth **\$1=\$7**
- Early Education **\$1=\$8**
- Drug Abuse Prevention **\$1=\$15**
- Mental Health Services **\$1=\$7**
- Adult Education Services **\$1=\$60**
- Violence Prevention **\$1=\$16**

## Lack of services costs money...

- First time homelessness for families **\$3,184-\$20,031 cost to community**
- Youth incarceration annually per child **\$36,571 cost to community**
- Adult incarceration annually per offender **\$20,367 cost to community**

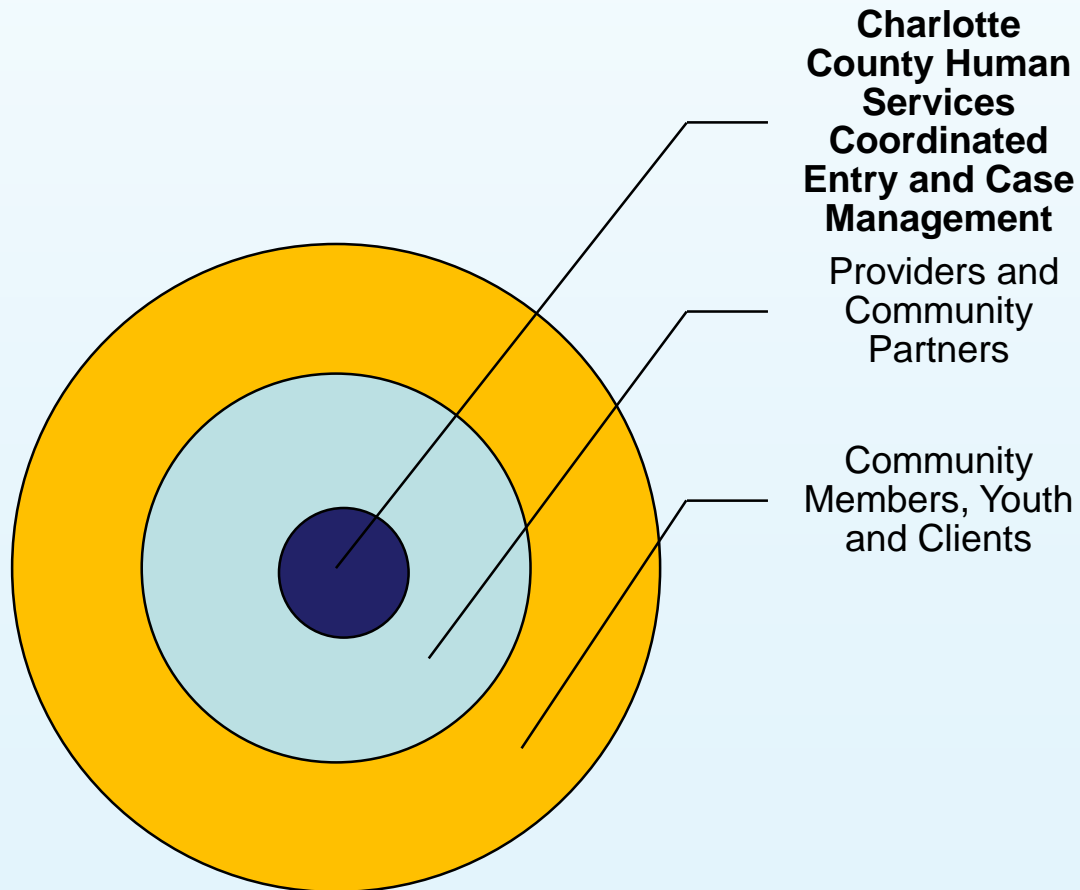


# Why Parkside?

- 40% of Charlotte County residents are considered financially unstable (*A.L.I.C.E. Study 2017*)
- 33952 zip code is consistently the “highest need” area in human service calls (*2-1-1 Data 2010-2016*)
- Parkside neighborhood identified as high poverty and unemployment (*Enterprise Zone Analysis: Poverty Rates*)
- Biggest concerns: Better transportation, legal assistance, mental health and homelessness (*First Alliance Church Parkside Needs Assessment Data 2016 Survey*)
- Biggest struggle: Income is low, drug and alcohol addiction, lack of healthcare and medicine (*First Alliance Church Parkside Needs Assessment Data 2016 Survey*)



# Family Services Center Core Services

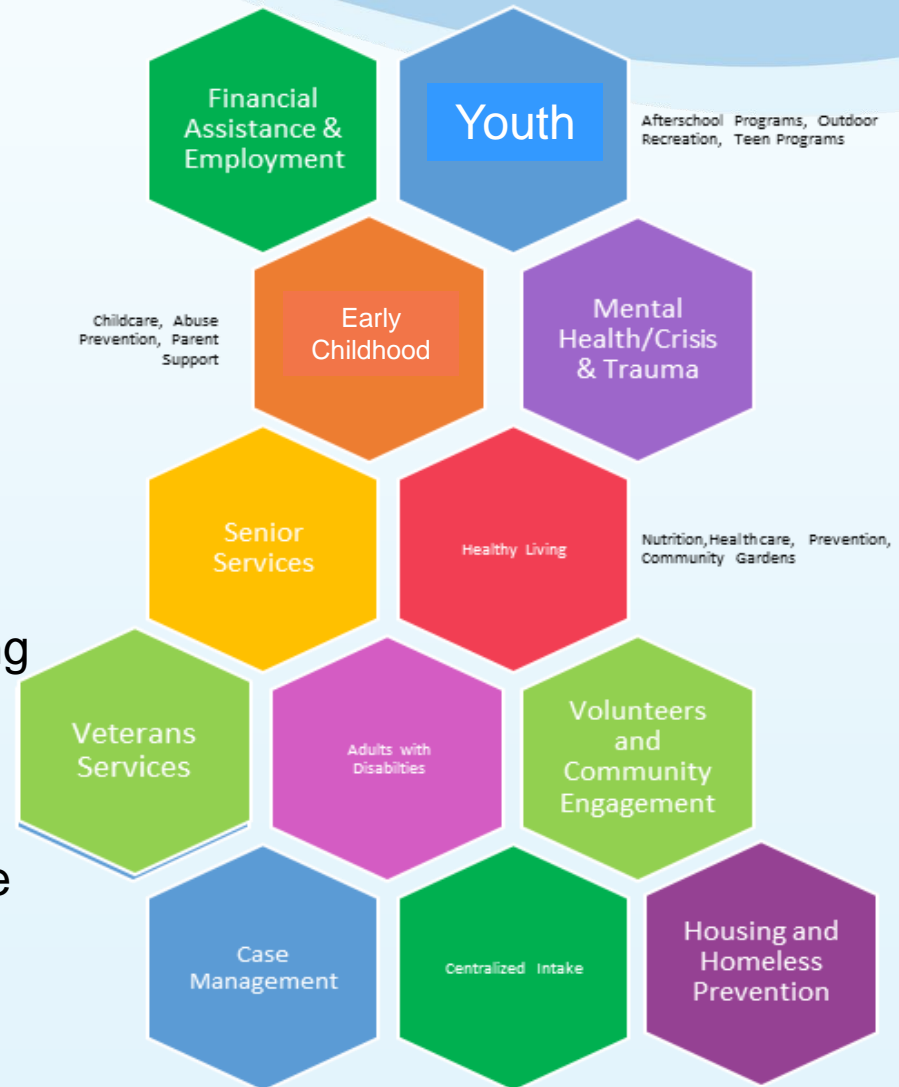




# Together Charlotte Family Services Center Task Force

## Recommendations:

- Critical services identified
- Create an RFP Process that insures accountability and fairness to select agencies/programs
- Data/information sharing and reporting outcomes is a critical requirement to participate
- Human Services Department to serve as anchor and coordinate intake



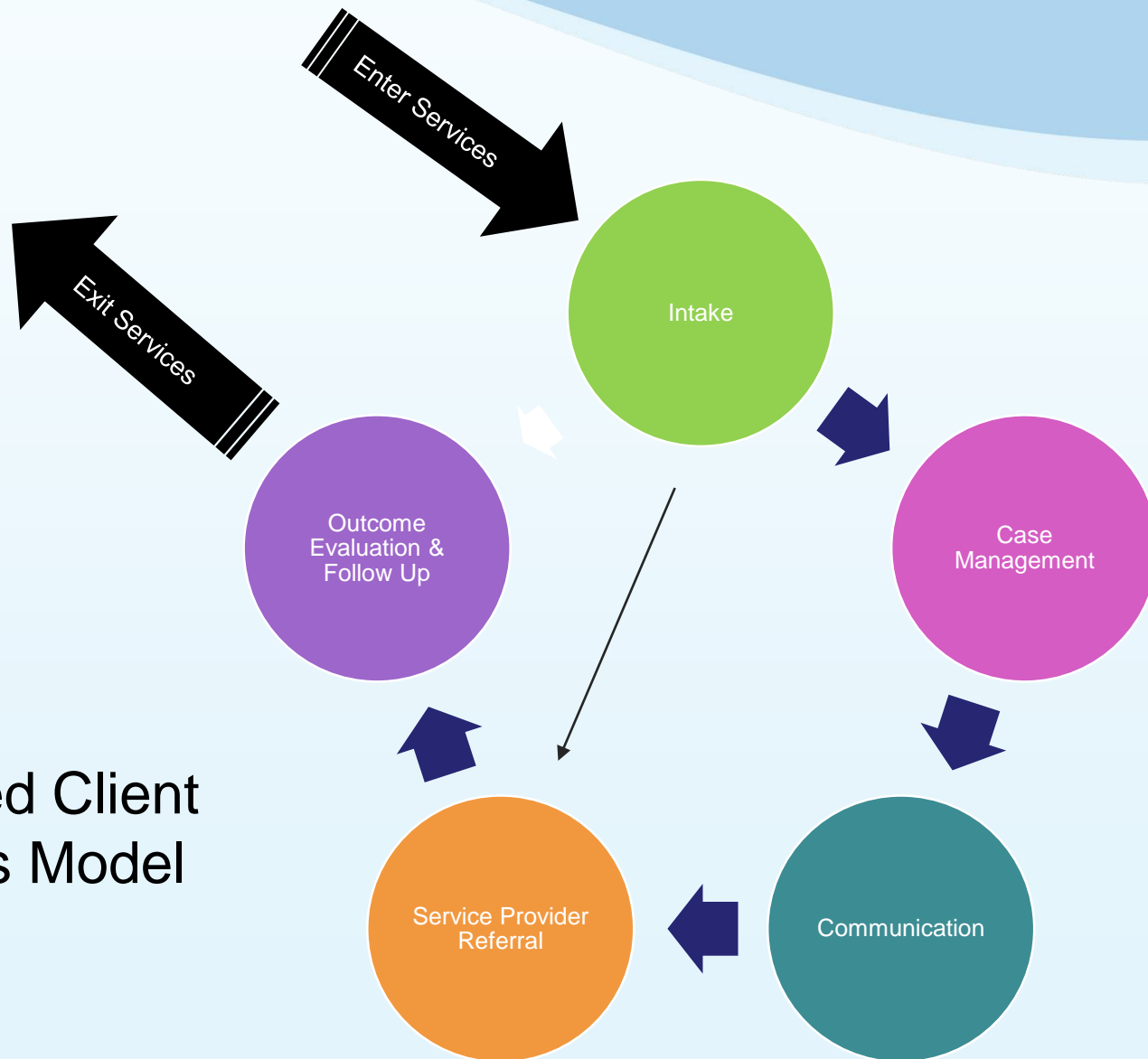


## **GOALS**

- To improve economic self-sufficiency among families who receive services
- To improve the health status of those who receive services
- To provide access to behavioral and mental health services
- To improve the level of student participation in school among children who receive services
- To provide citizens with timely access to an array of health, education, employment, and human services
- To provide services that are coordinated
- To work in concert with the community

## **DESIRED END OUTCOMES**

- Coordinated, streamlined, efficient services.
- Partnership and participatory planning.
- Responsiveness to client and community needs.



## Integrated Client Services Model





## Integrated Client Services

Operational Strategies

Administrative Strategies

Critical Success Factors

## Integrated Client Services

- Simplifies and streamlines client processes
- Creates economic efficiencies in services
- Strengthens community partnerships
- Provides a more “holistic” approach to services
- Improves outcome measurement and reporting



Integrated Client  
Services

Operational  
Strategies

Administrative  
Strategies

Critical Success  
Factors

## Operational Strategies:

**A Common Intake Process-** The county will implement a common intake process in which staff trained in multiple programs use a comprehensive screening and assessment tool to determine client needs and then connect clients to the proper direct services.

**Integrated Client Services Meetings-** Weekly meetings among direct service providers and intake staff to coordinate and improve client services

**Information Systems Support** — FSC will utilize the Community Information System (CIS), or comparable software, which is a common case management and client tracking system accessible to all providers. The system tracks data which will be used for management decision making.

**Collaboration with Community Partners** — FSC will provide space for Core Service Agencies that provide a range of services to county families, all of which are connected to CIS to allow for integration and streamlined services delivery. **10**



Integrated Client Services

Operational Strategies

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Critical Success Factors

### Administrative Strategies:

**Collaborating in Planning, Management and Oversight-** Frequent meetings by organizational leadership to address issues, create workplans, analyze data and outcomes.

**Collaborating to Provide Additional Services-** By analyzing data and outcomes, gaps analysis studies will provide guidance on additional services needed.

**Integrating Information and Information Systems-**By shared use of the CIS system, and a centralized intake system integration of information will be much easier. Opportunities may arise for new software.

**Integrating a Standard Vetting Process for Providers-** By utilizing an existing process (UWCC) that insures fairness and accuracy, providers apply to an grant making organization to qualify for space.



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### **Critical Success Factors:**

- Leadership
- Experienced Managers
- Staff Training
- Client Strength-Based Practices
- Stability
- Time
- Patience
- Community Focus
- Clear Mission
- Political Support
- Regular Meetings
- Performance Measures



## Service Provider Vetting Process

- RFP Process through United Way of Charlotte County offering recommendations to the BOCC
- Accountability insured through audits and performance outcomes

## Development of Operating Agreements to Include

- Data/Information Sharing
- Client Privacy and Permission Forms
- Shared Equipment/Cost
- 3 Year Lease/Annual Review
- In Kind Donation of Space



## Next Steps...

- Determine location per BOCC
- Establish neighborhood outreach plan
- Consensus/Determine Vetting Process
- Determine site plan/program space
- Update and report project timeline