

**NEEDS ASSESSMENT OF HOMELESS POPULATION
OF
OKALOOSA & WALTON COUNTIES
FOR
OKALOOSA WALTON HOMELESS CONTINUUM OF
CARE/OPPORTUNITY, INC.**

**CONDUCTED BY
THE INSTITUTE FOR SENIOR PROFESSIONALS (ISP)**

SEPTEMBER 2012



Needs Assessment of Homeless Population
of
Okaloosa & Walton Counties

Introduction

Okaloosa Walton Homeless Continuum of Care/Opportunity, Inc. (CoC) asked the Institute for Senior Professionals (ISP) for an “unbiased and objective look at the organization”, calling it “timely” due to the growth of the agency since its incorporation as a lead agency for serving the homeless in Okaloosa and Walton counties on April 22, 2005. The ISP appointed a committee to work on the project and that committee, in consultation with CoC, further refined the requested study.

The objective of the ISP study is to:

- Identify specific detailed needs of the homeless in the Okaloosa/Walton counties;
- Determine the services being provided to the various categories of homeless presently by zip code;
- Determine overlapping or lack of these services;
- Identify data sources and information management processes, and
- Identify a mechanism that would communicate this information to the various service providers and population to be served.

To satisfy the above items, committee members interviewed service providers identified from various sources:

- List of organizations provided by CoC
- Organizations identified during interviews
- Organizations known by members to be providing services

The committee interviewed more than two dozen providers. The provision of services to homeless persons is a dynamic arena, constantly changing to include new providers, eliminate others, and fit the services provided into dwindling budgets. What the committee has authored in spreadsheet format (Appendix B) is a list of services being provided to various categories of homeless persons that can be used to identify overlapping or deficient services. It should be noted that the data was pulled from extensive interviews and observations and has not been reviewed by the individual organizations listed.

This report identifies needs, services rendered, needs not being met, and recommendations to meet these needs.

The members of the ISP study team were:

Audrey Hains, Co-Chairperson	Donna Miller	Jock Patterson
Mack Gay, Co-Chairperson	Linda Obrzut	Fred Pryor

The ISP Study Team would like to extend our gratitude and appreciation to Lenore Wilson for her support throughout the study. She is our community conscience and archivist for the efforts of Okaloosa and Walton Counties to reduce homelessness.

DEFINED ROLE OF CONTINUUM OF CARE

“2011 Florida Statutes” defines the role of the continuum of care model as a framework for a comprehensive array of emergency, transitional and permanent housing, and supportive services to address the varying needs of the persons who are homeless or at risk of becoming homeless. These are community-based plans and are reflective of unique conditions in each local area. The purpose of the local continuum of care is to help communities envision, plan, and implement coordinated, long-term solutions to address homelessness. A copy of these *2011 Florida Statutes* is contained in the Appendix A attachment.

A model of continuum of care should include the following components:

- Outreach, intake, and assessment to link housing and services to the needs of those who are homeless.
- Services and resources to prevent housed persons from becoming homeless or returning to homelessness.
- Emergency sheltering as a safe alternative to living on the streets.
- Transitional housing to move persons toward permanent housing solutions.
- Permanent housing to end episodes of homelessness.
- Supportive services designed to assist the person with necessary skills to secure and retain permanent housing.

The continuum of care planning effort should be an ongoing process and address all subpopulations of the homeless. Participation of all interested individuals and organizations is encouraged, including those who are or have been homeless. Faith-based organizations are encouraged to participate, along with state and regional offices that administer mainstream program resources, like Medicaid, food stamps, employment assistance, welfare assistance, and mental health services.

Paragraph (6) of the *2011 Florida Statutes* states that “the State Office on Homelessness shall recognize only one homeless assistance continuum of care plan and its designated lead agency for each designated catchment area.” It further states that the “designations must be consistent with those made by the United States Department of Housing and Development in conjunction with the awarding of federal *Stewart B. McKinney Act* homeless assistance funding.” The Okaloosa and Walton school districts receive funds through this act and service students and their families accordingly. A section of the Stewart B. McKinney Act is presented in the Appendix A attachment.

Findings

At the completion of the interviews and observations, the committee condensed their findings and observations into nine categories: Caring Attitude, Identification of Homeless, Communication, Organizational Management, Case Management; Overlapping of Services, Lack of Services, Sense of Competition, Community Acceptance and Awareness of Homeless. A complete listing of needs, services, and need for services are presented in Appendix B.

In these findings and the recommendations the committee uses the McKinney Act definition of homeless: “lacks a fixed, regular, and adequate night-time residence.” This definition includes the single street people, families with and without children, unaccompanied children and veterans. While we believe all have needs to fulfill, there appears to be a definite increase in the homeless

families with children due in great part to the economy. Prioritization among the types of homeless is a very important part of meeting their needs, and that difficult task belongs to the CoC.

The committee found that the definition applied and the characteristics of the homeless seemed to be very different in the different communities of the two counties. These findings don't break out the geographical differences, but the CoC will have to note the differences in application of the recommendations. The consideration of grouping or centralizing services in a single or few locations must take into account the geographic distribution of those needing the services. The FWB Cold Weather Shelter program has worked very well, due in part to the three Churches being located within a few blocks of each other and centrally located in FWB.

- A. ***Caring Attitude:*** We found an overwhelming and deep caring about providing for and addressing the needs of the homeless by **all** those providing the services - from the paid personnel to the multitude of volunteers. Many have given years of their time and money addressing this endeavor with only a smile or thank you as their reward. They are to be commended. Each service agency is doing what they perceived to be best to serve this population based on personnel and funding available, but they know there are limitations. Throughout the process, the committee was impressed by the many capable, dedicated providers of services to the homeless population in these two counties. Our communities are to be applauded for their generosity and compassion.
- B. ***Identification of Homeless:*** The committee found it very difficult to get an accurate and complete count of the homeless. There is a proclivity among the homeless families to avoid identification because they fear losing their children. Those gaming the system to get more benefits use different names. Different agencies use different definitions of homeless. School districts use an extensive definition under the *McKinney Act*. Walton County, Destin, and Niceville regard many of them as transients. Many regard only the "street people" as the true homeless. Very loose records or no records are kept regarding the number and names of those served. Church meals are "open" to anyone who comes.

The CoC and those agencies receiving funds that originate at Housing and Urban Development (HUD) have been directed by congress to use the Homeless Management Information System (HMIS). HMIS is a powerful tracking and reporting system that presents communities with an opportunity to re-examine how homeless services are provided in their community, and to make informed decisions, and develop appropriate action steps. Congress has indicated that jurisdictions should be collecting an array of data on homelessness, including unduplicated counts, use of services and the effectiveness of the local homeless assistance system. HUD grants have funded the local implementation of HMIS. The service providers getting HUD funds are working to use the system, but only a few of them have the personnel or time to maintain these records for any utilization purposes. Some agencies collect the data in notebooks, others with different computer programs, so there is little or no shared utilization. Many agencies do not use HUD funds because of the added reporting and the fear of losing control of "their niche."

Every year CoC conducts a point-in-time count of the homeless. This is a one day/night count of the homeless that can be found. Those counting are trained, but the vast two county area and differing characteristics of the many communities make it a daunting task. If the counting approach has been similar over the years the results can be useful in determining trends even if not an accurate total count.

- C. **Communication:** The committee identified effective communication/cooperative organization among the providers of homeless services to be the area most in need of attention and improvement. Presently, the CoC has monthly meetings with all agencies invited with the intent on improving communication and to discuss common problems, but the committee did not find this effective. It was found that a large number of agencies are committed to serving the homeless “in their own way”, trying to match the needs with others in the area if they can. Often referrals are arranged with other agencies, usually those agencies in Fort Walton Beach. However, there is not an efficient method to do so other than a phone call. It is very difficult for the homeless to access information they need; there is reliance on individuals in various agencies which compounds the problem for them and for selected individuals. There is no central “clearing house” to assist in obtaining the needed information or documentation.
- D. **Organizational Management:** Florida Statute Chapter 420 states that “a local homeless assistance continuum of care is a framework for a comprehensive and seamless array of emergency, transitional, and permanent housing, and services to address the various needs of homeless persons and persons at risk for homelessness.” The committee did not perceive that the current way that CoC is functioning met the intent of this law. It was found that the existing implementation is not working for all stakeholders; a few agencies receive more attention and funding support than many others. It is not inclusive, thus, creating tension between and among various agencies. Opportunity Place is perceived as receiving the support and funding through CoC while others do not. A “pass through” for grant funds is perceived as non-existent. Most agencies function in a crisis mode – meeting the need of the day/hour. It was found that churches play an integral role in providing services to the homeless, but they receive less funding and support. The committee also found several organizations in each community trying to resolve the issue independent of other organizations; this leads to a division of effort and creates suspicion of one another.
- E. **Case Management:** The committee found a need for coordinated personnel to provide case management for each homeless individual and family with the intent of guiding them toward self-sufficiency. While some agencies such as Fresh Start and Opportunity House provide some case management while the family or individual lives with them, there is no coordinated effort county wide. Follow-through from the first contact throughout the course of their situation until they can “stand on their own” in society is not the main intent of CoC; there is no consistent effort in this direction. Insufficient data bases and lack of data analysis do not provide the necessary information that would assist in this endeavor.
- F. **Overlapping of Services:** As shown in the table in Appendix B, there is an overlapping of services **in some areas such as** food and clothing. We found that coordination was occurring between individuals that are experienced and have the personal contacts. This limited type of ad hoc networking needs to be replaced with a formal system wide process. There is also some reluctance on the part of some due to concerns of competition and lose of independence.
- G. **Lack of Services:** The committee found that the lack of services was often related to the lack of funding, grant writers, and the current concentration of funding for “choice” areas. There is little designation of funds based on a coordinated need of the communities in addressing the needs of the homeless population. The areas of need as shown in Appendix B include the following: sufficient transitional housing; sufficient emergency housing; a central location

for daytime and nighttime shelter; a central location for support services and case management; lockers for personal items; a central location for training and education; uniformity of data collection and analysis; inadequate shower facilities; preventive medical care/education; follow-up on job success; mobile health units for check-ups and care; and acceptance by the communities as a population that truly exists and that deserves coordinated attention.

H. Sense of Competition: As each agency is basically “doing their own thing”, the perception of competition among the agencies was strong. As funding varies greatly, each agency spends a great deal of time on fund raising which appears as divisive as well as questionable in the two communities. There is competition for volunteers and effective members for each agency’s Board of Directors. The committee also felt a competition for clients – displeasure with who is being served by whom. While each agency is struggling to remain independent so they can do what they feel is best, there is an undercurrent of fighting for control and power – each agency knowing what is “best”.

I. Community Acceptance and Awareness of Homeless: There is a great need for education throughout the two communities to understand and assist homeless, particularly those “hiding in plain sight”. The perception of homelessness is defined by the presence of the “street people” who clutter the corners and leave garbage lying around as they are the most visible. Helping the homeless is perceived as enabling rather than assisting them toward self-sufficiency. The communities would support well-organized coordinated fund raising if the intent was clearly permanent with lasting effects.

RECOMMENDATIONS

The ISP committee members firmly believe that the goal of CoC should be to build a coalition of Human Service Agencies to raise the level of efficiency, local community support, and state advocacy to make a significant and lasting impact on abuse and homelessness.

We have a vision of a Homeless Continuum of Care that organizes all the service providers into an efficient caring organization that works to put the homeless and potential homeless on a track to self-sufficiency and their share of the American dream. This CoC assists the providers in identifying the homeless, getting them into adequate shelter, evaluating their situation, helping them plan their self-sufficiency programs, monitoring their progress, and ushering them back into the community as full-fledged, contributing members of society.

This CoC will coordinate the provision of services in the areas where it can best help. It will know the status of the service providers and their capacities for meeting needs. This CoC will facilitate the provision of services, and provide information on future resource status that can guide the case workers in planning and executing successful programs. Communications and transmission of data between the CoC, case workers, and service providers will increase, and it is incumbent upon the CoC to orchestrate this increase so that it doesn’t create a reporting and analysis burden.

This CoC will understand that planning and monitoring the self-sufficiency programs of each homeless person/family is a very important part of the equation. Building a plan that is based on each client’s situation and the available resources is an important early step. Every client/family will have a case worker assigned as early as possible. The case workers should be organized and supervised, so they can help the clients build and execute their tailored plan. Case workers will be a

priority of the CoC's attention. When the best qualified case workers are identified, gotten on board, oriented and trained, supported in their tasks, and if possible rewarded, we will have the best success in returning the homeless to productive lives.

The emphasis of this CoC is on “combined impact” versus “individual impact” and putting the homeless on a track to “self-sufficiency.”

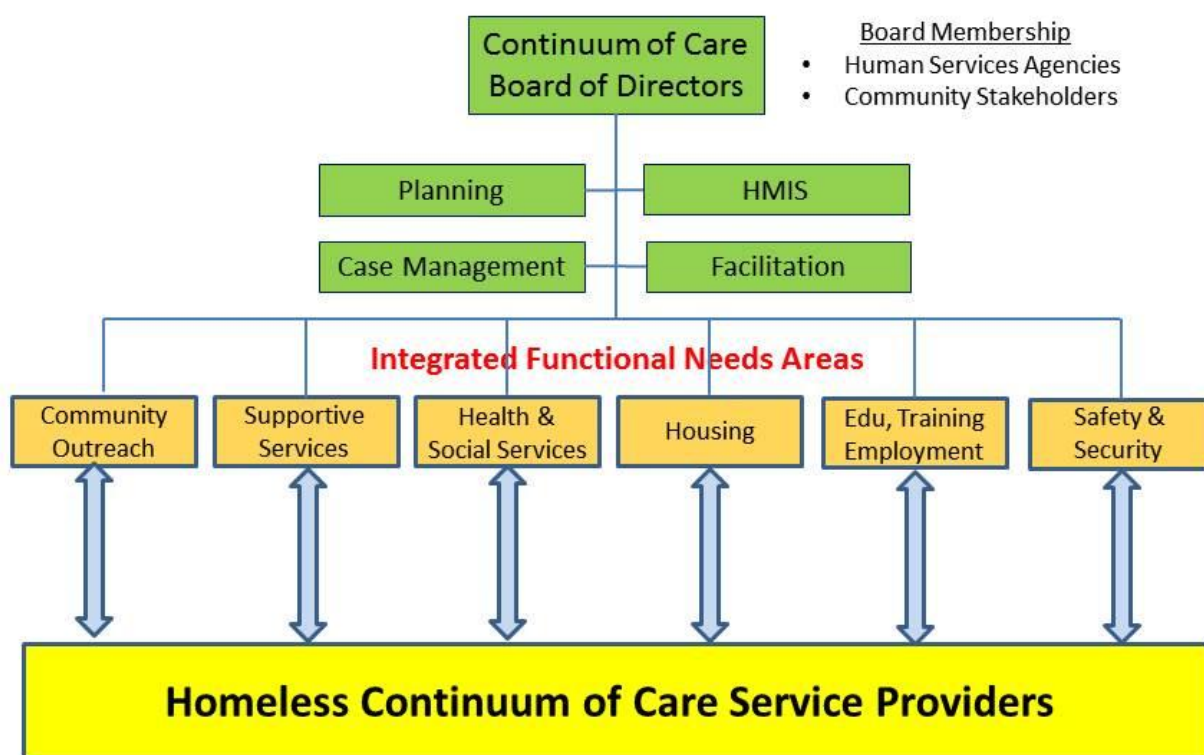
Recommendation 1: Establish a CoC Functional Organization to coordinate efforts, services, and funding.

The CoC must be enhanced to assure an integrated system to provide all services needed to include local city/county governments, state government, veterans' services, religious organizations, and local providers (including those not receiving United Way funds).

To meet the goals stated above, the committee believes that the services offered to the homeless can benefit from coordination across the two counties. This CoC will determine how to best achieve the benefits of coordination and supervision in the general service areas noted on following chart. Organizing the CoC to meet this vision within the existing resources will be a challenge. The current CoC is a widely distributed group of independent service providers that meets periodically to discuss common problems as noted in the findings. Change of this magnitude will require planning and the participation of experienced representatives from all service providers and their Board members. Facilitators can help organize and assist in this organizational redesign and culture change.

In the following chart, the functional requirements of the CoC are depicted. This is not intended to be an organizational manning chart. According to the latest HUD Introductory Guide, the three primary responsibilities under the CoC interim rule are: 1) operating the CoC, 2) Designating and operating the HMIS and 3) CoC planning. It is important to note that the CoC is the planning and facilitation portion of the homeless services equation. The service providers are the executors of the services. This provides for a non-competitive relationship for an integrated provider system. The CoC Board must be made up of representatives from relevant organizations within the Okaloosa Walton area (e.g., nonprofit organizations, victim services providers, local government). (Relates to Finding B, C, D, E, F, H, I)

Proposed Continuum of Care Functional Organizational Structure



Recommendation 2: *Revisit the mission of CoC with emphasis on self-sufficiency and coordinated efforts.*

The committee recommends that all the agencies that are currently serving the homeless collectively revisit their present activities and determine what is needed to assist the homeless toward the ultimate goal of helping individuals/families attain self-sufficiency. With this goal in mind, develop short terms goals that will move the organization toward the ultimate aspiration. Determine what is needed financially and supportively to achieve it; write grants that will assist in providing the funds necessary. Administer the funds keeping this coordinated effort intact. Coordinate all fund raising events around this ultimate goal of a collective organization; be specific in the fund raising so that the community knows precisely the intent of the request. (Relates to Finding C, D, E, F, G, H, I)

Recommendation 3: *Establish more transitional housing to allow for continuance of care management.*

Keeping the goal of helping the homeless achieve self-sufficiency and creating an environment for longer term case management, build and establish more transitional housing facilities. Utilize this transitional period for training and educating those being served with the intent of helping them achieve permanent housing and job success. Continue case management as a follow-up phase to determine the areas that are effective and those that need modification to achieve effectiveness. (Relates to Finding E, F, I)

Recommendation 4: Create one central daytime and nighttime shelter that will provide a one-stop location for providing assistance in obtaining self-sufficiency.

Select one centrally located facility that will serve as a daytime and nighttime shelter with lockers, showers, and laundry facilities for the homeless that are not being served in transitional housing. Within this same building establish service offices/areas such as: acquiring documents/benefits; intake and case workers; education and job training; and collection and analysis of data regarding the homeless. Be very thorough in selecting a manager/agency that will manage the entire complex and maintain established standards of occupancy and services being provided. Supervise the overall functioning of this shelter thoroughly and frequently to determine if it's functioning is meeting the goals of the CoC. A one-stop location would also benefit the establishment of preventive health care through the use of mobile facilities.

Discussions were conducted with members of the “Community Solutions of Okaloosa County”, an organization of community leaders trying to establish a community wide solution to best serve the homeless. The result is the following “wish list “of the potential functions that such a central shelter should accommodate:

- Emergency Shelter
 - Residential up to 90+ days
 - Overnight, adverse weather shelter
 - Serve as a hurricane shelter
- Must serve a minimum of 200 to 250 people
- Must serve men, women and families
- Should provide preventive health, sick and post hospital care
- Should provide a continuum of care case management program
- Food preparation for the residence, transients and “near homeless”
- Bath rooms, laundry and storage facilities
- Office space for service agencies to work with clients
- Must have an area designated for work, activities, etc.
- Offer substance abuse , education and counseling programs

“Build it and they will come” will most likely not work in this case. Experience of others reflects the need to first develop The Mission. This mission must reflect the shared vision and commitment of all service agencies and community stakeholders. This must be a part of the New CoC Mission. This then defines the functional requirements of the facility, which in term determines the facility size and configuration. We must remember that building a facility is normally the easy part – finding a way to sustain its operation is much harder. St. Petersburg’s new homeless shelter is a current example. (Relates to Finding E, F, I)

Recommendation 5: Create a user-friendly, web based computer system that will enhance communication by providing information and consolidating data.

Implement an **information management** system that will provide information on the agencies and services that are available, and facilitate the communication that is necessary for coordination of services. This system should be usable for the agencies, the homeless seeking information, and the communities being served. The proper use of the HMIS should be vigorously promoted and should be integrated into a common system. Explore the possibility of incorporating the 2-1-1 “First Call for Help” concept as an additional resource for information sharing. The use of social networks such as

Face Book has been shown to be a fast, simple and highly effective way to communicate immediate needs. This common system should be able to consolidate all data sources pertaining to the homeless. The firm *Exceptional Promotions* is in the process of establishing such a system utilizing the research generated from this committee. (Relates to Finding B, C, D, E, F, G, H, I)

APPENDIX A

2011 Florida Statutes

420.624 Local homeless assistance continuum of care.—

(1) A local homeless assistance continuum of care is a framework for a comprehensive and seamless array of emergency, transitional, and permanent housing, and services to address the various needs of homeless persons and persons at risk for homelessness. The nature and configuration of housing and services may be unique to each community or region, depending on local needs, assets, and preferences.

(2) The purpose of a local homeless assistance continuum of care is to help communities or regions envision, plan, and implement comprehensive and long-term solutions to the problem of homelessness in a community or region.

(3) Communities or regions seeking to implement a local homeless assistance continuum of care are encouraged to develop and annually update a written plan that includes a vision for the continuum of care, an assessment of the supply of and demand for housing and services for the homeless population, and specific strategies and processes for providing the components of the continuum of care. The State Office on Homelessness shall supply a standardized format for written plans.

(4) Each local homeless assistance continuum of care plan must designate a lead agency that will serve as the point of contact and accountability to the State Office on Homelessness. The lead agency may be a local homeless coalition, municipal or county government, or other public agency or private, not-for-profit corporation.

(5) Continuum of care catchment areas must be designated and revised as necessary by the State Office on Homelessness, with the input of local homeless coalitions and public or private organizations that have previously certified to the United States Department of Housing and Urban Development and that currently serve as lead agencies for a local homeless assistance continuum of care. Designated catchment areas must not be overlapping. The designations must be consistent with those made by the United States Department of Housing and Urban Development in conjunction with the awarding of federal Stewart B. McKinney Act homeless assistance funding.

(6) The State Office on Homelessness shall recognize only one homeless assistance continuum of care plan and its designated lead agency for each designated catchment area. The recognition must be made with the input of local homeless coalitions and public or private organizations that have previously certified to the United States Department of Housing and Urban Development that they currently serve as lead agencies for a local homeless assistance continuum of care. The designations must be consistent with those made by the United States Department of Housing and Development in conjunction with the awarding of federal Stewart B. McKinney Act homeless assistance funding.

- (7) The components of a continuum of care should include:
- a) Outreach, intake, and assessment procedures in order to identify the service and housing needs of an individual or family and to link them with appropriate housing, services, resources, and opportunities;
 - b) Emergency shelter, in order to provide a safe, decent alternative to living in the streets;
 - c) Transitional housing;
 - d) Supportive services, designed to assist with the development of the skills necessary to secure and retain permanent housing;
 - e) Permanent supportive housing;
 - f) Permanent housing;
 - g) Linkages and referral mechanisms among all components to facilitate the movement of individuals and families toward permanent housing and self-sufficiency;
 - h) Services and resources to prevent housed persons from becoming or returning to homelessness;
 - i) An ongoing planning mechanism to address the needs of all subgroups of the homeless population, including but not limited to:
 1. Single adult males;
 2. Single adult females;
 3. Families with children;
 4. Families with no children;
 5. Unaccompanied children and youth;
 6. Elderly persons;
 7. Persons with drug or alcohol addictions;
 8. Persons with mental illness;
 9. Persons with dual or multiple physical or mental disorders;
 10. Victims of domestic violence; and
 11. Persons living with HIV/AIDS.

(8) Continuum of care plans must promote participation by all interested individuals and organizations and may not exclude individuals and organizations on the basis of race, color, national origin, sex, handicap, familial status, or religion. Faith-based organizations must be encouraged to participate. To the extent possible, these components should be coordinated and integrated with other mainstream health, social services, and employment programs for which homeless populations may be eligible, including Medicaid, State Children's Health Insurance Program, Temporary Assistance for Needy Families, Food Assistance Program, and services funded through the Mental Health and Substance Abuse Block Grant, the Workforce Investment Act, and the welfare-to-work grant program.

Stewart B. McKinney Act

According to the Stewart B. McKinney Act, 42 U.S.C. § 11301, *et seq.* (1994), a person is considered homeless who "lacks a fixed, regular, and adequate night-time residence; and... has a primary night time residency that is: (A) a supervised publicly or privately operated shelter designed to provide temporary living accommodations... (B) An institution that provides a temporary residence for individuals intended to be institutionalized, or (C) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings." The term "homeless individual" does not include any individual imprisoned or otherwise detained pursuant to an Act of Congress or a state law." 42 U.S.C. § 11302(c)

The education subtitle of the McKinney-Vento Act includes a more comprehensive definition of homelessness. This statute states that the term ‘homeless child and youth’ (A) means individuals who lack a fixed, regular, and adequate nighttime residence... and (B) includes: (i) children and youth who lack a fixed, regular, and adequate nighttime residence, and includes children and youth who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to lack of alternative adequate accommodations; are living in emergency or transitional shelters; are abandoned in hospitals; or are awaiting foster care placement; (ii) children and youth who have a primary nighttime residence that is a private or public place not designed for or ordinarily used as a regular sleeping accommodation for human beings... (iii) children and youth who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings, and (iv) migratory children...who qualify as homeless for the purposes of this subtitle because the children are living in circumstances described in clauses (i) through (iii). *McKinney-Vento Act sec. 725(2); 42 U.S.C. 11435(2)*.

Appendix B

HOMELESS NEEDS AND SERVICES OF OKALOOSA AND WALTON COUNTIES				
Categories	NEEDS	SERVICES	AGENCIES	NEEDS NOT MET
Service Information Dissemination	Source of information for what is available	Provider produced services lists and brochures	Okaloosa: FWB Sharing & Caring; FWB Cold Weather Shelters; Fresh Start; Opportunity Place <u>Walton Co.:</u> Cope Center; Continuum of Care	Uniformity of use; need for using; personnel and time to enter and analyze data. Centralization and coordination of all agencies/service to provide service to all with needs
		Task Force Website Database		
	Cash checks, deposit savings	Banking Services	<u>Will assist with :</u> Okaloosa: 7th Day Adventist; 1st Presbyterian Church; Fresh Start	No central place; lack transportation/knowledge/documentation to actuate process
	Receipt of phone messages	Cellphone loaner/phone message receipt	Okaloosa: 7th Day Adventist; Fresh Start; 1st Presbyterian; FWB Police Dep't.; Safe Link <u>Walton Co:</u> Matrix	Availability not uniform - based on willingness and availability of personnel to provide this
	Online benefit applications	Internet Access	Okaloosa: FWB Sharing & Caring; Fresh Start; Opportunity Place; Libraries; Waterfront Mission; Mental Health Assn. of Okaloosa/Walton <u>Walton Co.:</u> Matrix; Libraries	Knowledge of use; accessibility 24/7
	Receipt of mail	Mail address	Okaloosa: 7th Day Adventist; Fresh Start; Opportunity Place; Waterfront Mission; Bridgeway <u>Walton Co.:</u> Matrix	No central place; dependent on availability of personnel
	Storage and safekeeping of documents and personal items	Storage for belongings	Walton Co.: Matrix	None available; just abandoned; need lockers in central place

Appendix B

General Services	Hygiene	Haircuts		Offered sporatically; performed by friends
	Hygiene	Showers	Okaloosa: 1st Presbyterian; 7th Day Adventists; Fresh Start; Opportunity Place for residents; FWB Police Dep't. restrooms; 1st Methodist Cold Weather Shelter in Niceville; restrooms in parks <u>Walton Co:</u> Matrix	Adequate showers; often use Parks' Restrooms which often have no soap or toweling and are closed in the evening
	Hygiene	Laundry	Okaloosa: 1st Presbyterian; Fresh Start; Opportunity Place; Waterfront Mission for residents. Walton Co.: Matrix	Money for laundry services; will abandon dirty clothes; connection to Laundramats
	Child Care	Child Care	Okaloosa: Fresh Start; Opportunity Place for short periods of time	Child care for single mothers while search for work or working
Clothing	Clothing	Clothing	Okaloosa: available at all places that serve meals; Good Will; Agape; Salvation Army; Sharing and Caring; Fresh Start; Opportunity Place; Waterfront Mission; 1st Methodist in Niceville <u>Walton Co.:</u> Matrix; Caring & Sharing. Harvest House (Destin)	Lockers to store belongings

Appendix B

Documents	Assistance with obtaining identification needed for benefits	Photo IDs	<u>Okaloosa</u> : agencies that utilize database can print ID cards	No consistent use of
		Birth Certificates	<u>Okaloosa</u> : Assist with 1st Presbyterian; 7th Day Adventist; Sharing and Carings; Fresh Start; Opportunity Place; Waterfront Mission	Cost involved; no central place; assistance based on availability of personnel and computer accessibility
		Veterans' ID	<u>Okaloosa</u> : Assist with - 1st Presbyterian; 7th Day Adventist; Sharing and Carings; Fresh Start; Opportunity Place; Waterfront Mission	No central place; assistance based on availability of personnel and computer accessibility
		Driver's License	<u>Okaloosa</u> : Assist with - 1st Presbyterian; 7th Day Adventist; Sharing and Carings; Fresh Start; Opportunity Place; Waterfront Mission	No central place; assistance based on availability of personnel and computer accessibility; cost involved for replacement
Transportation	Transportation	Provide bus passes	Sharing and Carings; <u>Walton Co</u> : Caring and Sharing. DeFuniak Police Dept provides transportation to truck stop. DeFuniak Police Dept provides transportation to truck stop	Cost involved; bus service on weekends; agreement with bus company regarding passes; buses willing to stop to pick them up
		Provide donated bicycles	<u>Okaloosa</u> : Fresh Start. <u>Walton Co.</u> : Harvest House	Dependent on donations
		Provide gas vouchers	7th Day Adventist; Sharing and Carings; Caring and Sharing	
		Transport to schools	Okaloosa and Walton Co. School Districts; Lutheran Services	
		Pay for car repairs	<u>Okaloosa</u> : 7th Day Adventist; Sharing and Carings; Caring and Sharing	
Legal Assistance	Advice and legal documents	Legal Assistance	Sharing and Carings; Caring and Sharing	Cost involved; dependent on volunteer lawyers

Appendix B

Benefits Assistance	Knowledge of availability and assistance with applying	Social Security insurance	Okaloosa: Assist with - 1st Presbyterian; 7th Day Adventist; Sharing and Carings; Fresh Start; Opportunity Place; Waterfront Mission; Okaloosa School Dist. <u>Walton Co.:</u> Cope Center; Walton School Dist.	No central place
		VA Benefits application		
		Foodstamps application	Okaloosa: Assist with - 1st Presbyterian; 7th Day Adventist; Sharing and Carings; Fresh Start; Opportunity Place; Waterfront Mission	
Case Management	Help with plans for self sufficiency	Case management System with review, feedback, and follow through	<u>Okaloosa:</u> Fresh Start; Opportunity Place; Waterfront Mission <u>Walton Co.:</u> Cope Center	Lack of consistency; responsibility for supervising the case workers; data in database and used for analysis of services
Counseling	Listening ear; advice for personal direction	Counseling: homeless (case management)	Okaloosa: Sharing & Carings; Fresh Start; Opportunity Place; Waterfront Mission; FWB Police Dep't.; Hope House; Okaloosa School Dist.; Bridgeway; Mental Health Assn. of Okaloosa/Walton <u>Walton Co.:</u> Cope Center; Walton Co. School Dist.	data in database and used for analysis of services
		Children and Youth	Big Brothers/Big Sisters NWF; Boy Scouts Gulf Coast; Girl Scouts FL Pandlehandle; Boys and Girls Clubs of Emerald Coast; Children's Home Society of FL; Emerald Coast Childrens Advocacy Center; S4P Synergy; Judge Ben Gordon Family Visitation Center/Friends of Family Visitation Center; Catholic Charities; Family Life Ministries of NWF	
		Counseling: veterans	COPE; Bridgeway	
		Counseling: mental health	Okaloosa Co. <u>Bridgeway</u> <u>Walton Co.:</u> Cope Center	

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		Counseling: domestic abuse	Police departments; Sheriff Dep't.; COPE, Bridgeway, Shelter House	
		Counseling: substance abuse	Police departments; Bridgeway <u>Walton Co.:</u> Cope Center;	
Food & Meals		Breakfast and lunch for School Children	Okaloosa & Walton Co. School Districts	Must complete and submit forms stating income, etc.
		Weekend meals for school children	Backpacks provided by Okaloosa & Walton Co. School Districts	Walton Co.: homeless self-identify -- those who do not self-identify do not get services
		Summertime lunch program	Provided at several schools by Okaloosa & Walton Co. School Districts	
		Food pantries	<u>Okaloosa:</u> Sharing and Carings; Opportunity House; Fresh Start; Waterfront Mission; One Harvest Ministry- low cost food: S4P Synergy; Salvation Army; 7th Day Adventist (DFS); First Baptist Church (DFS); First Methodist Church (DFS); Break Thru Ministries (DFS) <u>Walton Co.:</u> Matrix; Cope Center; various churches. Harvest House (Destin)	Always in need of replenishing; only receive once a month at some
		Meals	<u>Okaloosa:</u> Catholic Charities; 1st Presbyterian; 7th Day Adventist; S4Paynergy; Greg's Chapel; Christ Is Alive; Trinity United; Waterfront Mission; St. Mary; St. Simon; Sharing & Caring; Methodist church in Niceville; Cold Weather churches <u>Walton Co.:</u> various churches, Matrix	
		Rent/Utility Bill Assistance	Sharing & Carings; Caring & Sharings; S4P Synergy; Salvation Army; Catholic Charities	

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Housing & Shelter	Prevent homelessness	Housing for Disable Veterans	Fresh Start; Opportunity Place HUD/VASH - Eglin AFB	
		Housing for Persons with Disabilities	Fresh Start; Opportunity Place	
	Emergency Shelter	Shelter for Cold Weather	Okaloosa: churches in FWB & Niceville; Crestview - Churches <u>Walton Co.</u> : World Outreach; Caring and Sharing Center; Matrix, DeFuniak Springs Police Dept..	Daytime shelter in inclement weather
		Shelter for Hot Weather	Walton Co.: Matrix, DeFuniak Springs Police Dept.	Daytime shelter in inclement weather; gathering place other than parks; sunscreen; sun glasses needed
		Shelter for Men	<u>Okaloosa</u> : Waterfront Mission; Opportunity Place; Fresh Start; <u>Walton Co.</u> : World Outreach Center	
			proposed Coffee House	Daytime shelter; gathering place
			Fresh Start; Hosanna House	Emergency housing for mothers with children on-going basis; housing for elderly women
		Shelter for Women	Opportunity Place	Had been temporary one but no longer available
	Housing Until Self- Sufficient	Emergency Housing	<u>Okaloosa</u> : Waterfront Mission; Opportunity House; Lutheran Services	
		Transitional Housing for Families with Children	Fresh Start; Opportunity Place; Harvest Vineyard	Fresh Start could use 25 more units. Clients pay utilities which hurts saving.
		Transitional Housing for Teens	Children In Crisis; Lutheran Services (Hope House)	
		Step-up Housing	Fresh Start; Opportunity Place	
		Permanent Housing	Habitat for Humanity	
		Daytime gathering place	<u>Okaloosa</u> : proposed Coffee House; parks	Daytime gathering place
Employment	Dependable Income	Job assistance, applications, and skills evaluation	Jobs Plus Okaloosa/Walton Co; Fresh Start; Opportunity Place; Waterfront Mission; COPE Center	Follow-up on success in job; 4 agencies will assist but take % of earnings

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Employment	Dependable income	Job placement	Jobs Plus Okaloosa/Walton Co.; Fresh Start; Opportunity Place; Waterfront Mission; COPE Center	Follow-up on success in job
Education & Training	Improve ability to function in society	Life Skill Training	Fresh Start; Opportunity Place; Waterfront Mission; COPE Center; Lutheran Services; Bridgeway Indep. Living Program; Family Life Ministries of NW FL	
		Basic Education	Fresh Start; Opportunity Place; Waterfront Mission; Okaloosa & Walton Co. School Districts	Connection with NWFSC classes
		Parenting	Fresh Start; Opportunity Place; Family Life Ministries of NW FL	
		Financial	Fresh Start; Waterfront Mission	Establish a bank account
		Job training	Computer utilization at Transitional Housing	Connection with Trades' for specific training
Medical Assistance	General Health Care	Free/low cost clinic	<u>Okaloosa:</u> Okaloosa: Health Dept, One problem Clinic; Hope Clinic. <u>Walton Co.:</u> Destin, Crossroads Med. Clinic. WC Health Dept.	Mobile health units for monthly check-ups, care
	Emergency Health Care		Health Departments; Emergency Rooms at hospitals; Crossroads Center Medical Clinic; Emergency Rooms Hospitals	
	Preventive Health Care			Mobile health units for monthly check-ups, care; being addressed at county level
	Dental Care	Free/low cost clinic	<u>Okaloosa:</u> Dentist providing free care (Dr. Allen = 1st Presbyterian); Okaloosa: Health Dept.in Crestview; FWB 1st Presby (Dr. Allen). <u>Walton Co.:</u> WC Health Dept.	Mobile health units for monthly check-ups, care
	Prenatal Care	Healthy Start	Health Departments; Life, Inc.; Catholic Charities; Family Life. <u>Walton Co.:</u> WC Health Dept.	
	Vision Care	Glasses	Lions' Club	

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	Wound Care	Wound Care	ER rooms at hospitals; Crossroads Center Medical Clinic	
	AIDS testing/meds/counseling	AIDS testing, meds, counseling	COPE Center; health departments (?); OASIS, Health Depts., COPE Center. <u>Walton Co.:</u> WC Health Dept.	
	Mental Health & Substance Abuse Services	Mental Health & Substance Abuse Services	COPE Center; Bridgeway; Waterfront Mission; VA Center; vouchers - 1st Presbyterian; Mental Health Association of Okaloosa and Walton	
	Prescription Drug Assistance	Prescription Drug Assistance	<u>Okaloosa Co.</u> COPE Center; Bridgeway; Waterfront Mission; VA Center; vouchers - 1st Presbyterian; Mental Health Association of Okaloosa and Walton; Walton Co Caring & Sharing	
Safety	Safety for Public	Safe environment	Police departments; Sheriff Dep't.	acceptance in community;
	Safety for Homeless	Physical Protection	Police departments; Sheriff Dep't.	Gathering place; locked storage areas; central location and Shelter manager