



REVISED MINUTES OF THE WORKSHOP SESSION OF THE CITY COMMISSION HELD TUESDAY, JANUARY 8, 2019, AT 5:30 PM AT THE CITY OF KISSIMMEE, CITY HALL COMMISSION CHAMBERS LOCATED AT 101 CHURCH STREET, KISSIMMEE, FLORIDA

1. MEETING CALLED TO ORDER

Members Present: Mayor Jose Alvarez, Commissioners Olga Gonzalez, Felix Ortiz, Angela Eady, Jim Fisher

Staff Present: City Manager Mike Steigerwald, City Attorney Don Smallwood, Deputy City Attorney Olga Sanchez de Fuentes, Deputy City Manager Desiree Matthews, Assistant City Manager Austin Blake, City Clerk Linda Hansell, Records Specialist Eugenio Morales

Mayor Alvarez called the meeting to order at 5:30 p.m.

2. WORKSHOP DISCUSSION

2.A. CITY FUNDED SOCIAL SERVICE AGENCY PRESENTATIONS

Executive Directors from several agencies will make a brief presentation on their services and programs.

City Manager Steigerwald introduced this item and the individuals who would be speaking.

Osceola County Human Services

Celestia McCloud, Osceola Human Services, provided a hand-out (Exhibit "A") and reviewed the hand-out and provided information to the Commission. Reference was made to Page 9; Social Services and other services provided for individuals who need medical and burial assistance.

Commissioner Gonzalez questioned how someone would be evicted on Section 8 and then brought back into the program with a voucher but no assistance with a deposit.

Ms. McCloud stated the lease is between the resident and the landlord; in some instances they are referred to legal aid.

Commissioner Gonzalez asked for the operating hours for Legal Aid and Ms. McCloud stated she would send her the information on Wednesday.

Osceola County Council on Aging

Warren Hoagland, Council on Aging, distributed a hand-out (Exhibit "B") and provided information to the Commission based on the PowerPoint of the hand-out.

Beverly Hoagland, Chief Executive Office, provided additional information on the services provided by the Council on Aging.

Community Hope Center

Will Cooper, Community Hope Center, presented a PowerPoint Presentation (Exhibit "C") and discussed the services that are offered by Community Hope Center.

Commissioner Gonzalez asked what happens to individuals who don't qualify; what services get provided to them by Community Hope Center? Commissioner Gonzalez gave an example of a family that was behind on utilities by \$413, so the resident used her rent money to pay utilities and was at danger of being put on the street.

Mr. Cooper stated at some point they may not qualify but they could still use the other services; and they work with many partner agencies to assist with other types of services.

Commissioner Gonzalez asked that we give more information to the public about the services that are available.

Commissioner Eady stated she could have contacted Kissimmee Utility Authority (KUA) for an extension on their electric services.

Park Place

Jim Shanks, Park Place, distributed a copy of the Annual Report and a statement of services (Exhibit "D"). He stated they served over 11,000 people last year at both facilities for either Baker Act or other services, and Law Enforcement is the largest user of their facility. Park Place also has a 20-bed detox center and Marchman Act beds available. One of the biggest issues is they are currently dealing with is opioid addiction. He also stated one-third of the people seen last year were children.

Help Now

Tammy Douglas, HELP Now Executive Director, provided a brief hand-out (Exhibit "E") and stated they have been providing services for 35-years and stated they were originally under Park Place when it was used for Spouse Abuse. The Shelter is available, but they are clear that they are a shelter for domestic violence survivors. She reminded the Commission of the "Walk In My Shoes" event on March 15th.

HOME/Aspire Health Services

Babette Hankey, President and CEO, handed out a presentation (Exhibit "F"). She reviewed the services provided and funding for homeless individuals from other areas affected by the most recent hurricanes.

Kyra Lynch, HOME Director, added additional information to the presentation and thanked the Commission for their continued support.

2.B. SOCIAL SERVICES FUNDING PROCESS (COMMUNITY INVESTMENT GRANT PROGRAM) AND CHARITABLE DONATIONS PROCESS REVIEW

Commission discussion on the Social Services Funding Process and development of a process for charitable donations and sponsorships.

City Manager Steigerwald introduced the item and stated you only heard brief presentations from five (5) of the agencies who receive funding that represent \$300,000.00 of the \$325,000.00 in allocated General Funds. In staff discussions with the Commission, it is evident you desire more attention be paid to the requests that are made, vetting process, and to ensure we are giving out monies where they are most needed in the community. As a result of our discussions with you in the Fall, Deputy City Manager Matthews looked at processes from other communities and she has some recommendations to share with you.

Desiree Matthews, Deputy City Manager, distributed two spreadsheets (Exhibit "G") City Social Services Funding and (Exhibit "H") Agency Listing. Ms. Matthews stated the goal and purpose of this discussion is to identify ways to make the allocation process a little simpler for the Commission and well as providing continued oversight into the process as we discussed back in August. The spreadsheet was reviewed to highlight funding comparisons with other cities based population. The agenda backup provided details on three options.

Options for consideration:

- 1) Applicant process – Staff would then provide the requests to the commission in a spreadsheet and average the dollars. The averaged recommendations would be provided at a future Commission meeting for final adoption for the budget.
- 2) Osceola County Joint Process – The County has offered to allow us to partner with their review process with a citizen committee who would review the applicants and make recommendations.
- 3) Establishment of a Non-Profit Board that would review the funding requests and make decisions or recommendations to the Commission.

Staff is requesting Commission direction and feed back on how you would like to proceed.

Commissioner Fisher stated he prefers Option 1; he does not want to create a non-profit and doesn't feel it is necessary to work with the County to get through the process.

Commissioner Eady would not have a problem Option 1, but didn't have a problem with the current process either.

Commissioner Gonzalez prefers Option 1.

Commissioner Ortiz stated he needs more information and he doesn't feel he has enough information and he would like to look at all the numbers because he wants to help everyone.

Mayor Alvarez does not believe our system is broken but he feels it could be improved and suggested the Parks and Recreation board could review the requests; however, at the end of the day regardless of what option is selected, the Commission still has the final approval. Mayor Alvarez stated he is leaning towards either Osceola County or the City's Parks and Recreation Board vetting the applicants. He would like to hear more on the non-profit board, but he would still like it to come back to the Commission.

City Manager Steigerwald stated it appears, excluding Commission Ortiz who needs more information, the Commission is looking at making your own selections and then allowing staff to average the funding between the applicants (Option 1) using the \$375,000.00 in funding we have available for social services and quality of life. We could test out the use of the Parks and Recreation Board since we have challenges with agencies coming to us after the process is complete which circumvents the approval process.

Deputy City Manager Matthews stated in the FY 2017/2018 budget the Commission funded \$24,500.00 from Contingency for charitable organizations who made requests directly to the Commission. There would be synergy to have the Parks and Recreation Board make this a part of their process so that special events or special requests could be viewed on a boarder scale. Our proposal is to transfer a percentage of the Commission Contingency to the Parks and Recreation Board and have them review and distribute the funds based on their three cycles for funding. If a balance remains from year to year, the money could be carried forward and a transfer could be made to bring the fund back to the \$25,000.00 as of October 1st of each year. This would also be used for last minute requests for sponsorships. If it is something the Commission would support, the City Manager or his designee, could fund it from the account so there would not be pressure on the Commission to fund the request without an opportunity to vet the request. This would give us another opportunity to use the Board of volunteers.

Commissioner Fisher does not have a problem with the Parks and Recreation Board, but he feels it would be a burden to put the whole \$375,000.00 on their plate to distribute. He was fine with transferring a portion of the Contingency funds for some of the funding. Commissioner Fisher expressed his concerns that we would still receive last minute requests to fund.

Deputy City Manager Matthews stated the groups that want to come before the Commission at last minute would still have to go through the process with Parks and Recreation.

City Manager Steigerwald stated we have had discussions on segmenting out money for school requests and allowing the City Manager to allocate those funds. We could experiment with the contingency issue as a way to start the process and fine tune the dollar amount as part of the process.

Mayor Alvarez stated the Commission could offer guidance when we receive requests and he would not have a problem with them coming to staff, but it doesn't mean we have to approve the funding at that moment.

Commissioner Ortiz felt it is the Commission's job to provide the funding and make hard decisions; he would like to be involved in the funding process and wants to review all the agencies. He does not want to give away any of the process.

City Manager Steigerwald stated he is hearing consensus to take half of the \$50,000.00 and set it up to have the Parks and Recreation Board review and decide on funding. He requested a confirmation from the Commission on whether they want to have the final decision or allow Parks and Recreation to make the decision. There was spoken opposition from the Commission on this option.

Mayor Alvarez feels Parks and Recreation can handle the \$25,000.00 funds for small last-minute requests.

Commissioner Fisher would like to have a report after each funding cycle. It does not need to come back to the Commission until we experiment with using the Parks and Recreation Board.

Deputy City Manager Matthews stated the Commission could be provided with a quarterly report if you have the Parks and Recreation Board disburse the funds.

Mayor Alvarez asked City Manager Steigerwald if he had the information he needed to move forward and City Manager Steigerwald confirmed he did.

2.C. DEVELOPMENT OF A NOT-FOR-PROFIT CORPORATION

Discussion on the development of a not-for-profit corporation for charitable and educational purposes.

City Manager Steigerwald stated staff has many situations where we have conducting fundraising, like with the fallen officers, and having a non-profit would have allowed for the policies to be established prior to any fundraiser. This would also be a benefit for cash handling instead of individual employees having the responsibility. Staff can come back to the Commission with suggestions and way to implement if the Commission would like to move forward.

Consensus of the full Commission was to move forward with the establishment of a Not-for-Profit Foundation.

3. ADJOURNMENT

City Manager Steigerwald stated before the meeting is adjourned he would like to discuss the Osceola Legislative Effort and our process for this year. He reviewed the OLE (Osceola Legislative Effort) process and the funding that was used in the last budget year and funding for this year. The Commission's decision to fund a Federal Lobbyist and not participate in OLE, allowed us to fund our own Legislative Drive-up. OLE is offering to allow the City to become an affiliate member and not have to pay as much because we would not use their lobbyist. The OLE Board is requesting we fund \$16,000 plus the drive-up cost. The second option was to defer all but the \$10,000 in the budget and pay the funds back over the next two years. Time is of the essence as we have committee meetings in February and a trip planned for March.

Mayor Alvarez stated we need to decide whether we want to stay in a partnership role to lobby together for issues in our County or cities. We are heavily lobbying for the tower at the Airport and the City Manager needs our direction.

Commissioner Fisher feels we should give them the \$10,000.00 and that is all.

Commissioner Eady stated we have a good rapport with OLE and don't think we should change that. She does not want to go over the budgeted amount.

Mayor Alvarez questioned if we have \$6,000.00 in funds to get to their fees.

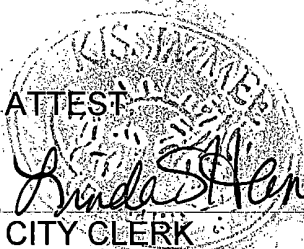
City Manager Steigerwald stated it would not be just the \$6,000.00 but also the cost for lobbying trip so overall about \$12,000.00 to \$14,000.00.

After a discussion by the Commission the final consensus was for the City to remain partners with OLE by using part of the Contingency Funds.

City Manager Steigerwald stated he will come back to the Commission in a formal meeting to present the final decision for a vote.

Mayor Alvarez asked all the Commissioners to be available for an official picture on Thursday, January 10, 2019 at 4:35 p.m. at Skip Stowers Office.

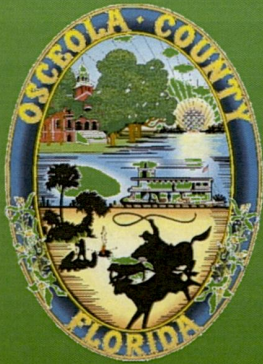
There being no further discussion to come before the Commission, Mayor Alvarez adjourned the meeting at 7:41 p.m.



MAYOR-COMMISSIONER

A handwritten signature in black ink, likely belonging to the Mayor-Commissioner, is written over a horizontal line.

Exhibit "A"
Osceola County Human Services Hand-out
Item 2.A.



Osceola County Human Services

Newsletter

Fiscal Year 2017 – 2018

The best way to
find yourself is to
lose yourself in
the service of
others

Mahatma Gandhi

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From the Desk of the Director



**Celestia McCloud,
Human Services Director**

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**Human Services
Employee of Month
July 2017**

A successful business man was growing old and knew it was time to choose a successor to take over the business. Instead of choosing one of his Directors or his children, he decided to do something different. He called all the young executives in his company together.

He said, "It is time for me to step down and choose the next CEO. I have decided to choose one of you."

The young executives were shocked, but the boss continued. "I am going to give each one of you a SEED today – one very special SEED... I want you to plant the seed, water it, and come back here one year from today with what you have grown from the seed I have given you. I will then judge the plants that you bring, and the one I choose will be the next CEO."

One man, named Jim, was there that day and he, like the others, received a seed. He went home and excitedly told his wife the story. She helped him get a pot, soil and compost, and he planted the seed. Every day he would water it and watch to see if it had grown. After about three weeks, some of the other executives began to talk about their seeds and the plants that were beginning to grow.

Jim kept checking his seed, but nothing ever grew. Three weeks, four weeks, five weeks went by, still nothing. By now, others were talking about their plants, but Jim didn't have a plant and he felt like a failure.

Six months went by — still nothing in Jim's pot. He just knew he had killed his seed. Everyone else had trees and tall plants, but he had nothing. Jim didn't say anything to his colleagues, however. He just kept watering and fertilizing the soil – he so wanted the seed to grow.

A year finally went by and all the young executives of the company brought their plants to the CEO for inspection.

Jim told his wife that he wasn't going to take an empty pot. But she asked him to be honest about what happened. Jim felt sick to his stomach, it was going to be the most embarrassing moment of his life, but he knew his wife was right. He took his empty pot to the board room. When Jim arrived, he was amazed at the variety of plants grown by the other executives. They were beautiful — in all shapes and sizes. Jim put his empty pot on the floor and many of his colleagues laughed, a few felt sorry for him!

When the CEO arrived, he surveyed the room and greeted his young executives. Jim just tried to hide in the back. "My, what great plants, trees, and flowers you have grown," said the CEO. "Today one of you will be appointed the next CEO!"

From the Desk of the Director (Cont'd)

All of sudden, the CEO spotted Jim at the back of the room with his empty pot. He ordered the Financial Director to bring him to the front; Jim was terrified. He thought, "The CEO knows I'm a failure! Maybe he will have me fired."

When Jim got to the front, the CEO asked him what had happened to his seed – Jim told him the story. The CEO asked everyone to sit down except Jim. He looked at Jim, and then announced to the young executives, "Behold your next Chief Executive Officer! His name is Jim!" Jim couldn't believe it. Jim couldn't even grow his seed. "How could he be the new CEO?" the others said.

Then the CEO said, "One year ago today, I gave everyone in this room a seed. I told you to take the seed, plant it, water it, and bring it back to me today. But I gave you all boiled seeds; they were dead – it was not possible for them to grow. All of you, except Jim, have brought me trees and plants and flowers. When you found that the seed would not grow, you substituted another seed for the one I gave you. Jim was the only one with the courage and honesty to bring me a pot with my seed in it. Therefore, he is the one who will be the new Chief Executive Officer!"

- If you plant history, you will reap trust
- If you plant goodness, you will reap friends
- If you plant humility, you will reap greatness
- If you plant perseverance, you will reap contentment
- If you plant consideration, you will reap perspective
- If you plant hard work, you will reap success
- If you plant forgiveness, you will reap reconciliation
- If you plant faith in God, you will reap a harvest

So, be careful what you plant now; it will determine what you will reap later.

"Whatever You Give to Life, Life Gives You Back"

To the Osceola County Government staff and especially Human Services, 2017-2018 was a challenge and brought out the best of our human kindness. I believe that we are all grateful and appreciate the opportunity to help the citizens of Osceola County and other persons in need.

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#### **VISION**

*To become the leading source of human service needs and  
liaison of community resources for  
Osceola County.*

#### **MISSION**

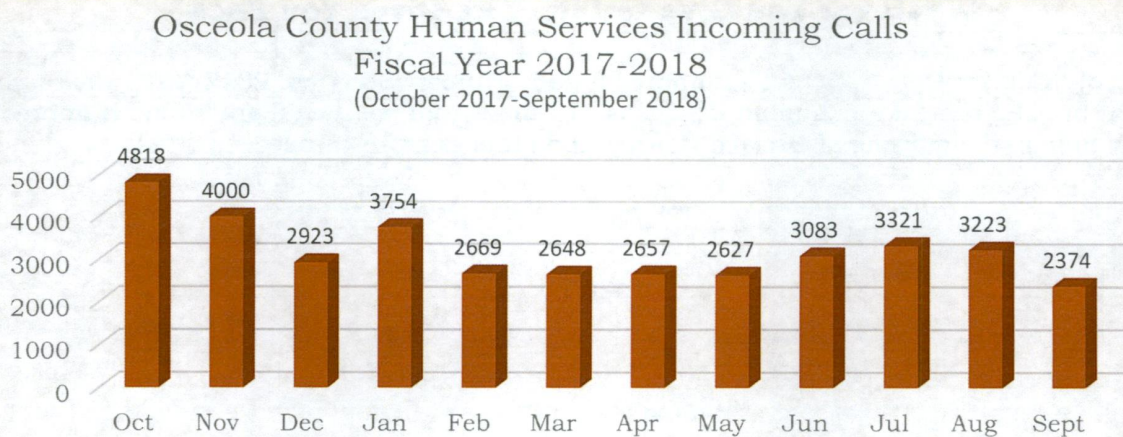
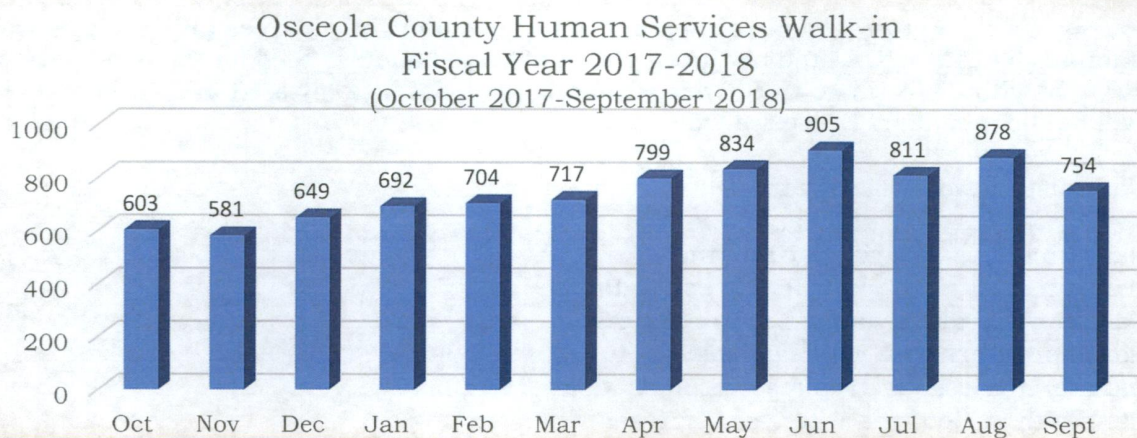
*To build a better community by encouraging civic engagement, providing  
excellent customer services, and creating economic empowerment  
that leads to sustainable communities*



## Human Services

Osceola County Human Services continues to be a leader in our community by providing excellent customer service to our clients. We are a team that serves well on a daily basis and responds well in the midst of a crisis. We are challenged every day and in some way that brings out the best of our human kindness. We are a "TEAM".

For Fiscal Year 2017-2018, Human Services had a total of 9,128 citizens walk through our doors seeking assistance and received a total of 38,097 phone calls.



*Alone we can do so little*

*Together we can do so much*

*Helen Keller*



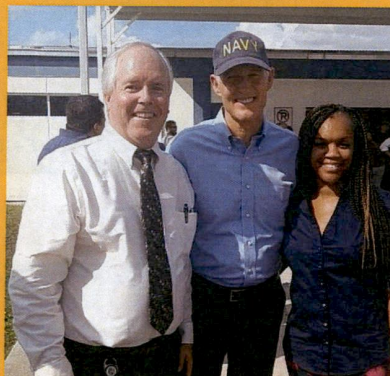
## Hurricane Maria Reception Center

In the aftermath of Hurricane Maria, thousands of people in Puerto Rico and U.S. Virgin Islands were left without many of the necessities of life, such as their homes, electricity, food, gas and many of the things we take for granted each day. As a result of the devastation, many of them left Puerto Rico and U.S. Virgin Islands to come to the U.S. as many of them are relocating, at least temporarily, in Central Florida.

As the evacuees began to arrive in Florida, the State opened Disaster Recovery Centers at Orlando International Airport, Miami International Airport, and the Port of Miami. The Center at OIA opened on October 3, 2017. Osceola County Human Services staff were sent to the Center at OIA each day to assist with the efforts. Concerned that a local Reception Center would be more helpful to assist with evacuees who were coming to Osceola County, our Board of County Commissioners and County Administration decided to open the Osceola County Hurricane Maria Reception Center Friday, October 6, 2017 at Extensive Services which later moved to Osceola County Human Services.

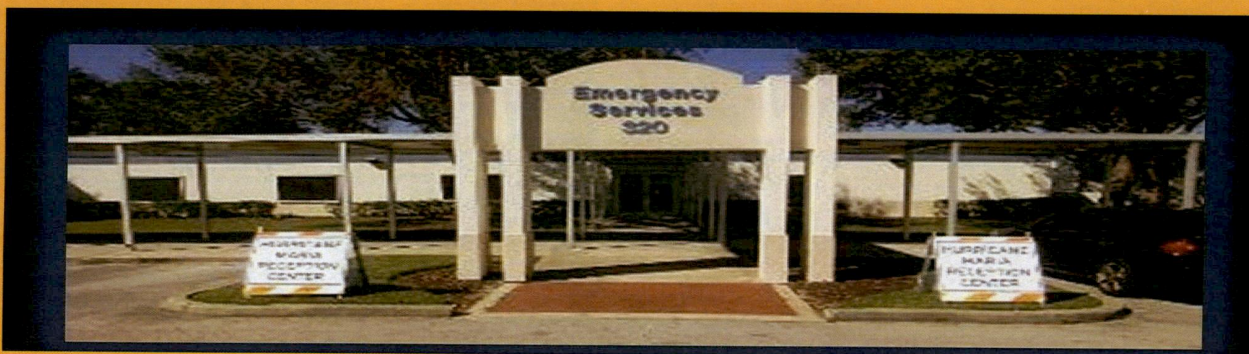
Local partner agencies assisted in the Center and provided many types of assistance to the evacuees. Below is a list of agencies that participated in the Center since it opened its doors:

- Osceola Community Health Services
- Park Place Behavioral Health Care
- Osceola County Human Services
- Access Community Services
- Florida Department of Health
- LYNX
- Osceola County School District
- Community Vision
- New York Life Insurance
- Community Hope Center
- UF-Extension Services
- Valencia College
- CareerSource



David Barnett, Human Services Manager, Governor Rick Scott, and Danicka Ransom, Human Services Assistant Director gathering supplies in support of Hurricane Maria evacuees.

In addition to these agencies, many Human Services staff, as well as staff from other departments in the County, along with staff from the City of St. Cloud assisted at the local reception center located at 320 N. Beaumont Avenue, and in Orlando International Airport. The local center ended operations on December 29, 2017. During its operations, the center assisted 2,569 families; while at the Human Services table at OIA, we assisted a total of 1,530 families.





## Osceola County Job Fair

Osceola County held its first annual Job Fair on Friday, November 3, 2017 at the Exhibition Hall at Osceola Heritage Park. This event was focused on helping Hurricane Maria evacuees arriving into our community. Osceola County Human Resources Department offered two free workshops to help with resume writing and interviewing skills. There were over 50 employers present and we had a total of 1,270 applicants walk through the doors, and over 150 applicants were hired on the spot.

Due to the huge success from the initial job fair held in November 2017, Osceola County held its second Job Fair on Friday, May 11, 2018. For this job fair, we had over 90 employers present, and a total of 947 applicants seeking employment, and over 75 applicants were hired and/or interviewed. Osceola County Human Resources once again offered free workshops for interested applicants. This job fair was opened to all persons looking for employment.

Andretti Karting & Games  
Angels for Kids on-Call 24/7  
Areas USA FLTP, LLC  
Asphalt365 Incorporated  
Avis Budget Group  
Axiom Bank  
B Resort & Spa  
B&K Insurance  
Boggy Creek Airboat Rides  
Boggy Bottom BBQ  
Bohemian Hotel Celebration  
Boston Lobster Feast  
Bunddlex  
C&A Staffing, LLC  
CareerSource Central Florida  
Carter Hospitality  
Charter Schools USA  
Cicis Pizza  
Citizen Company  
City of Kissimmee  
City of St. Cloud  
Colonial Life & Accident Insurance  
Combined Insurance  
Community Watch Solution  
Crothall Healthcare – Nemours  
Denison Landscaping Inc.  
Destination MCO  
DoubleTree Orlando Airport  
DSI Systems, Inc.  
Elite Metro Corp.  
Embassy Suites Orlando-LBV South  
FL. Carpenters Regional Council  
Local 365  
Florida Hospital





## Osceola County Job Fair (Cont'd)



GCA Services Group  
 GenCare Resources, LLC  
 Global Resort Homes  
 Goodwill Industries of Central Florida  
 House of Blues  
 Hyatt Hotel of Orlando  
 Isleworth Golf & Country Club  
 J. Herbert Corporation  
 Janus Hotels & Resorts  
 Jasper Thompson Lightning Protection  
 JR Davis Construction Co., Inc.  
 Kids Nite Out  
 Kilibra Insurance Services  
 Lake Buena Vista Resort  
 Landrys T-Rex  
 Lanform of Central Florida, Inc.  
 Liberty National  
 Living Water Christian School  
 Lowes Hotels at Universal Orlando  
 Luxor Staffing  
 LYNX  
 Managed Labor Solutions  
 Market Street Diner  
 Marriott Vacation Worldwide  
 Massey Services, Inc.  
 Medieval Times  
 Moonlight Starter & Generator Co.

Mullinex Ford of Osceola County, LLC  
 NDM Hospitality  
 New York Life  
 Oak Plantation Resort  
 Osceola Community Health Services  
 Osceola County Human Resources  
 Osceola County School District (Nutrition)  
 Osceola County Sheriff's Office  
 Osceola County Supervisor of Elections  
 Osceola Technical School  
 Owens  
 Polk County BOCC  
 Primerica  
 Primest, Inc.  
 Publix Supermarkets, Inc.  
 Quality Labor Management LLC  
 Randall Mechanical, Inc.  
 Randall Tilt Structure  
 Regal Marine Industries, Inc.  
 Reunion Resort & Club  
 Rosen Hotel & Resort  
 Seaworld Parks and Entertainment  
 Securitas Security Services USA, Inc.  
 Seralago Hotel & Suite  
 Simply Healthcare  
 Sofidel America Corp  
 Stay Sky Hotels & Resorts  
 The Salvation Army – Osceola Center  
 The Services Companies  
 Travel Traders Hotel Stores, Inc.  
 Trojan Labor  
 Ultimate Staffing  
 US Army Kissimmee Recruiting Center  
 Valencia College  
 Vida Training Center  
 Waffle House  
 Wawa, Inc.





## Contract Management



**Jennifer Heron,  
Compliance Analyst**

### **OTHER CONTRACTS/ AGREEMENTS CONT'D**

#### **Help Now (\$80,000.00)**

Provide temporary safe shelter for survivors of domestic abuse.

#### **Park Place Behavioral Healthcare (\$589,000.00)**

Provide programs and services for Mental Health and Substance Abuse Services.

#### **The Foundation for Osceola Education (\$60,000.00)**

Continuation of the Medical Pipeline Program, connecting youth to healthcare career opportunities.

#### **Community Vision (\$100,000.00)**

Help expand the Project Open and Work Ready Program

#### **Homeless Services Network (HSN) (\$25,000.00)**

Serves as the leading agency for Osceola County's Continuum of Care.

#### **YMCA (\$450,000.00)**

Assist with the YMCA's five after school programs. These programs help to increase academic achievement while decreasing involvement with the juvenile justice system amongst our youth.

*Community Services Grants provide funding to organizations providing services that improve the quality of life for residents of Osceola County*

*Osceola County Board of County Commissioners provided enough funds through a competitive grant process to fund twelve (12) Community Service Agency programs.*

**Aspire Health Care Partners, Inc. (\$120,000.00)** – Provide assistance to the “Bridge Housing Program” that helps approximately 72 families yearly.

**Boys and Girls Clubs of Central Florida, Inc. (\$100,000.00)** – Provide positive youth development experience to at least 250 at-risk Osceola County youth.

**Catholic Charities of Central Florida (\$20,412.00)** – Operational support for the St. Thomas Clinic to provide free medical care, preventative health education and specialist referrals to Osceola County residents that do not have health insurance.

**Osceola Council on Aging (\$60,000.00)** – Assist with supplying fresh dairy, eggs, and produce for approximately 150 disadvantaged families with children.

**Children's Advocacy Center (\$16,200.00)** – Emergency relocation services for families establishing safety for a child who encounters a sexual assault predator.

**Heart of Florida United Way (\$15,000.00)** – Assist 2-1-1 in providing citizens access to information and referrals on housing, utilities, social services, health care, financial assistance, child care, and much more by connecting to local community partners.

**Orlando Health/The Healing Tree (\$40,000.00)** – Provide counseling and mental health services to child victims of abuse, sexual assault and trauma.

**UCP of Central Florida (\$48,600.00)** – Assist with providing the classroom with therapy and technology equipment needed for the expansion of the building.

**Victim Services Center-Central Florida (\$32,390.00)** – Fund Forensic/Medical Services Program free of charge to victims of sexual assaults.

**Community Hope Center (\$87,541.00)** – Assist with the Idignity Osceola Program. The program provided assistance to at least 600 residents in the beginning process of receiving legal documentation needed to fulfill their goals.

**St. Rose of Lima Catholic Church (\$100,000.00)** – Support the construction of the new Lima Center that will enable St. Rose of Lima the ability to increase its existing outreach program to the citizens of Osceola County.

### **OTHER CONTRACTS/AGREEMENTS**

**Central Florida Commission on Homelessness (\$44,000.00)** – Reduce the homeless population through the efforts of the faith-based businesses and not-for-profit community.

**Community Coordinated Care for Children (\$271,587.00)** – Fund Head Start and School Readiness to help create solutions to the challenges surrounding the accessibility, affordability, and quality of child care in Osceola County.

**Florida Health Department (\$559,961.00)** – Provide services that promote public health.

**Primary Care Medical Services of Poinciana (FQHC) (\$200,000.00)** – Provide comprehensive primary and preventative health care services to people of all ages, regardless of their ability to pay, or their health insurance status.



## Social Services

Osceola County Social Services provides the following programs, either directly, indirectly, and/or as mandated by the State of Florida. County residents who call Social Services are handled within twenty-four (24) business hours Monday through Friday. Each citizen calling our office receives an overall evaluation of their needs. Their needs will be realistically matched to all available resources including those in-house. With maximum participation and cooperation by the client, Social Service staff tries to avail the client to those other agencies and their services.

### **Burial and Cremation Program – Chapter 406 F.S.**

*(Total for FY 2017-2018: 82)*

According to Florida Statute, each county is responsible for costs associated with the disposal of unclaimed or indigent deceased individuals. This program provides for the cremation or burial of qualified indigent families and unclaimed deceased persons who died within Osceola County boundaries. Indigent Direct Cremation is the preferred method of disposition as per the adopted resolution of February 20, 2012.

### **Health Care Responsibility Act (HCRA) – Chapter 154 F.S.**

*(Total for FY 2017-2018: 62)*

This program reimburses participating out-of-county hospitals for emergency care provided to indigent, uninsured qualified residents. The county financial obligation is set by the state at \$4 per capita.

### **Eyeglass Prescription Certificate Program for Seniors**

*(Total for FY 2017-2018: 71)*

This program assists qualifying seniors with the purchase of prescription eyeglasses and includes an eye exam, if needed. This is not health insurance and cannot be combined with health insurance coverage. Seniors must be older than 55 years of age and under the 200% of the Federal Poverty Income Guidelines. This program helps our more vulnerable seniors, those that because of their age do not qualify for health insurance and cannot afford to pay for a pair of prescription glasses. Their income is very limited.

### **Community Partnership – ACCESS Florida**

The Social Services office partnership with the Florida Department of Children and Families (DCF) is for the purpose of serving as an access point for applicants and recipients of the ACCESS Florida programs such as Supplemental Nutrition Assistance Program (SNAP), Temporary Cash Assistance, Medicaid, and other internet automated applications programs administered by DCF. As a partner with DCF, our office provides computers with internet access free of charge to apply for assistance. Citizens with internet access or access to a public library can also apply for these services online at [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida) or call 1-866-762-2237.

### **Mandated Programs**

#### **Legal Aid: F.S. Chapter 29 - \$119,358.00**

State mandated county funding for legal aid services for indigent county residents. Legal assistance is offered in the areas of Consumer Law, Family Law, Housing and Public Benefits. To apply for services, please visit their webpage at <http://clsmf.org/apply-for-help/eligibility>



**Angela Sterling,  
Social Services Coordinator**

### **Other Mandated Programs**

#### **Medicaid Match Program F.S. Chapter 409 (\$5,790,843.23)**

The Department of Revenue is responsible for collecting the county share of cost for Osceola County Medicaid recipients. Although the State is responsible for the full portion of the state share of the matching funds required for the Medicaid program, the state is required to charge the counties an annual contribution in order to acquire a certain portion of these funds.

#### **Child Protection Team F.S. Chapter 39.304(5) \$65, 000.00**

The County pays for the cost of the initial physical exam for children who are alleged to have been sexually abused, abandoned, or neglected. The County pays \$225.00 per exam on a case by case basis.

#### **Mental Health (Baker Act) F.S. Chapter 394 Part I \$400,000.00**

As required by the State, Osceola County provides matching funds for Baker Act services also known as the Florida Mental Health Act. Osceola County Mental Health dba Park Place Behavioral Health is the only Baker Act public receiving and treatment facility in Osceola County.



## Housing Programs – Housing Choice Voucher



**Danicka Ransom,**  
Human Services  
Assistant Director

*Daviannie Garcia,*  
Administrative Secretary

*Marlene Madison,*  
Accounting Specialist

*Lizette Pagan,*  
Section 8 Program  
Coordinator

*Vanessa Lopez,* Housing  
Specialist II

*Zaylin Diaz,*  
Housing Specialist

*Janet Marchand,*  
Housing Specialist

*Florence Ramnarine,*  
Housing Specialist

Quality Control Officer

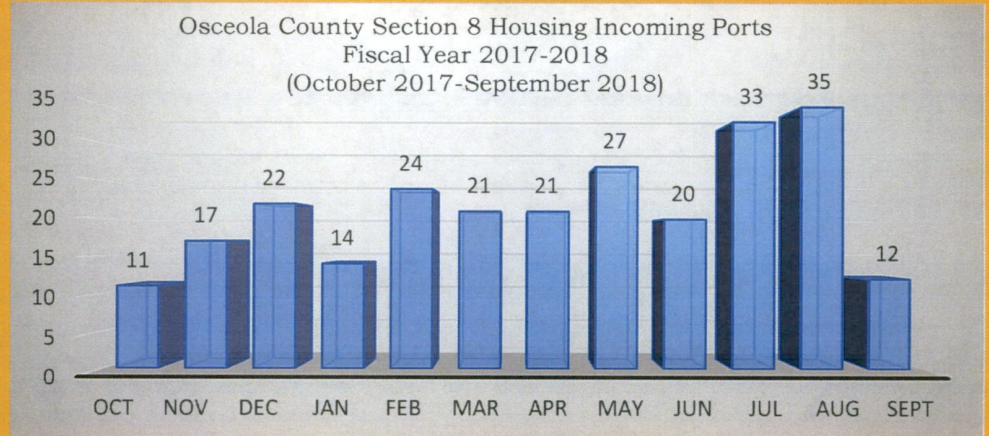
*Alan Ricker,*  
Housing Inspector

*Derek Debus,*  
Housing Inspector

*Hugo Negron,*  
Housing Inspector

### Section 8 Program

The Osceola County Section 8 staff work every day with clients and prospective tenants in ensuring that they are informed on the regulations adopted in the Osceola County Section 8 Administrative Plan. Monthly portability briefings are held to disseminate program information to participants. Osceola County continues to be the county of choice for voucher holders. We are managing approximately 1360 portable vouchers along with 202 designated Osceola County Vouchers. Below is the breakdown of our monthly intake sessions for fiscal year 2017-2018. This chart shows the number of clients that moved into Osceola County using their Housing Choice Voucher. Several families from Puerto Rico that were affected by Hurricane Maria were able to transfer their Section 8 Voucher and were housed.



### Landlord Orientations

It is the goal of the Section 8 Program to ensure our landlords are well informed on the policies and procedures that govern the program which includes fair market rents, rental leases, inspections, tenant-landlord responsibilities, abatements, direct deposit, etc. We have approximately 397 landlords enrolled in the program. On a quarterly basis, we offer landlord orientations to disseminate this information to both new and existing landlords. Annually we hold our Landlord Appreciation Event. Many of our Section 8 families nominate their landlords to recognize and appreciate the excellence of the services they provide to their tenants.

Danicka Ransom,  
Human Services Assistant Director  
presenting  
Ms. Reshma Munjal,  
Century 21 All Homes and Properties  
with the  
2017 Landlord of the Year Award.

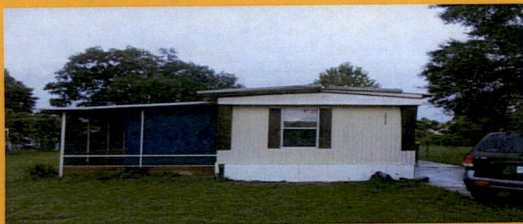
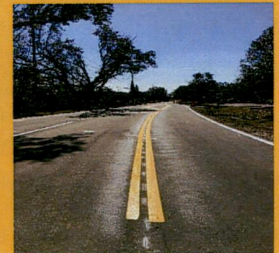
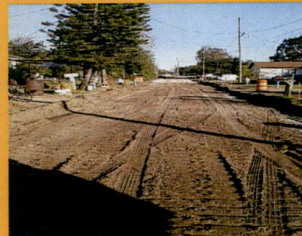




## Housing Programs – CDBG/HOME/SHIP

### Marydia Sewer Project

The Marydia Sewer project is a partnership between Osceola County and the Tohopekaliga Water Authority (TWA) to provide wastewater services to households in the Marydia Community in District 4. After several years of design and construction, the infrastructure for the project is 98% complete. Through Osceola County, the project received \$433,438.58 in assistance for the construction phase. Additionally, households that income qualify will receive CDBG grant funding to facilitate hook up from the newly constructed sewer to their homes.



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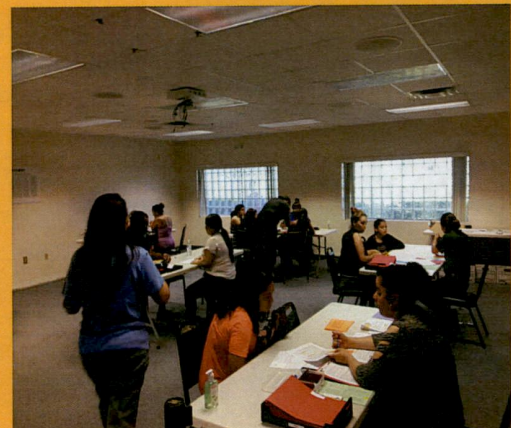
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### Owner Occupied Replacement Home

The CDBG Housing Rehabilitation program is designed to provide assistance to eligible homeowners for correction of health and safety items, as well as code violations, located within unincorporated Osceola County and the City of St. Cloud, Florida. The resident of this home (pictured) applied for assistance to repair his home. The home was deemed eligible to be replaced because of its poor condition. The resident was disabled and needed ADA modifications.

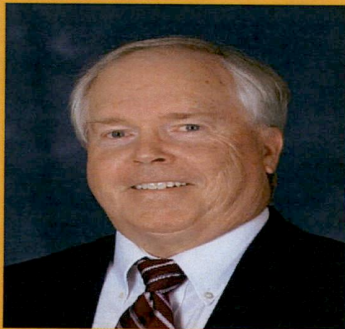
### Cameron Preserve

In June 2018, Osceola County began accepting applications and pre-screening applicants for the affordable housing property, Cameron Preserve Apartments. Preference was given for homeless families with school age children residing in hotels on the US Highway 192 corridor. The development will have 100 units that will be available to qualified low income tenants. Osceola County will assist with the first and last month rent and security deposit which will be provided prior to move-in.





## Homeless Prevention Initiative



**David Barnett,**  
**Human Services Manager**

*Niki Whisler,*  
*Homeless Advocate*  
*Coordinator*

*Eyme Gil,*  
*SOAR Benefit Specialist*

*Natalie Ortiz,*  
*Case Manager Specialist*

*Arianny Rosso,*  
*Case Manager Specialist*

The Homeless Initiatives staff continues to build on their commitment to provide quality customer service to individuals and families who are homeless.

The year began with the annual Point in Time Count. Conducted each year in Osceola County during the last week in January, the PIT Count is a one-day snapshot of chronically homeless persons living unsheltered or in emergency shelters in our community. On January 24, 2018 staff members and volunteers canvassed the County and found 226 persons who were homeless. That's down from 2,112 in 2015 and in just three years, local and regional efforts are making a huge difference in housing the chronically homeless. Using HUD's *Housing First* model, more than ever homeless persons in Osceola County are being housed and provided with the supportive services they need in order to remain successfully housed.

Another accomplishment in 2018 is the continued implementation of the software *SPIRIT*. Osceola County Human Services, in conjunction with our community partners serving the homeless, are becoming more connected through the use of this program, allowing us to better assist clients with community resources and services while eliminating duplication of services.

In addition, and in partnership with Homeless Services Network of Central Florida, Osceola County receives several rental assistance grants; each grant targeting different populations of homeless persons in need. The first is the *Shelter + Care* grant which provides rental assistance for individuals and families living unsheltered on the streets for one year or longer. Following the *Housing First* model, Shelter + Care is a long-term program that successfully provides 25 households with up to five years of assistance with housing, medical, and mental health supportive services, along with monthly case management.

The *Emergency Solutions Grant* is targeted toward homeless families with children living in their cars or on the streets. So far this year, 22 families are housed with supportive services and monthly case management to help ensure their success. As the Homeless Initiatives staff will tell you, something very special occurs when children are no longer living without a home, and the Homeless Initiatives staff is very proud to be a part of this significant accomplishment.

The targeted population for the *Financial Rental Assistance* program is families living in motels. This program is designed to help parents who are working fulltime, and because of the expensive nature of living in a motel, find themselves unable to save for security & utility deposits, and first & last month's rent in order to move out of the motel, which easily totals several thousand dollars. Typically, 40-50 families are assisted throughout the year, and case management is provided to the families for one year to ensure their success.

Additionally, this year, the Homeless Initiatives staff partnered with the Osceola County Library System to provide free books to children moving from motels into housing. Knowing that space is at a premium in motels, and that children often go without important study tools such as books, this program provides each child with their own book to take to their new home.

The Homeless Initiatives staff continues to provide services to our clients with the highest possible standards of excellence through compassionate, caring service.



## Veteran Services

### **Mission:**

**To provide comprehensive services to Veterans, their family, widows and dependents regardless of race, religion, national origin, age, sex, physical or mental disabilities.**



*Paul Hiott,  
Veteran Services Officer*

*Ana Mora,  
Veteran Services  
Administrative Secretary*

### **PARTNER AGENCIES**

VETRELIEF  
407-295-2631

KISSIMMEE VA CBOC  
407-518-5004

VETERANS SOURCES  
[www.floridajobs.org](http://www.floridajobs.org)

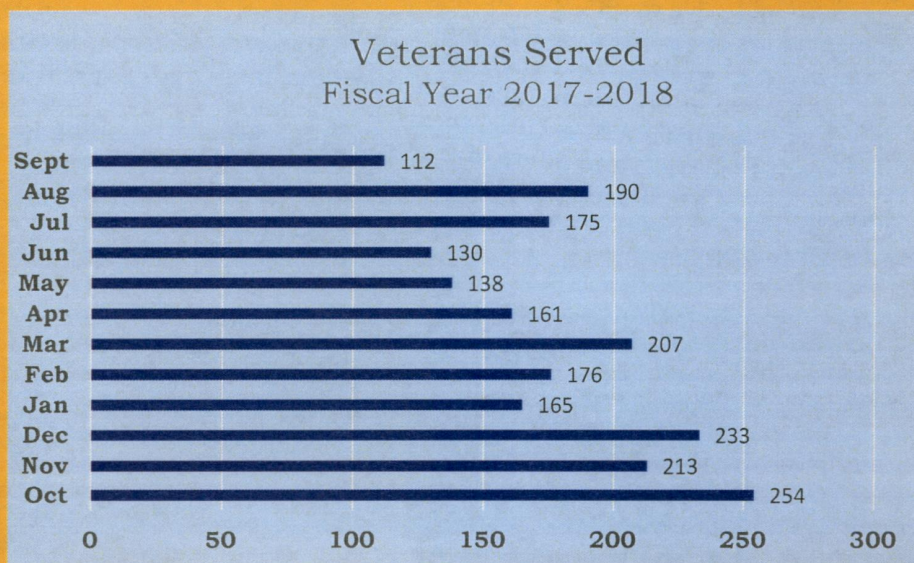
US DEPARTMENT OF  
VETERANS AFFAIRS  
1-800-827-1000



**The 65<sup>th</sup> Infantry Regiment  
"Borinqueneers" honoring  
individuals with the  
Congressional Gold Medal.**

Veteran Services assisted disabled and disadvantaged war Veterans, members of the United States Armed Forces, their dependents, widows, and orphans with accessing benefits under any federal, state, and local government laws. Some of these benefits pertained to Disability Claims, Educational Claims, VA Home Loan Program, Pension & Widows Pension, along with Burial Benefits, and Appeals.

For Fiscal Year 2017-2018, a total of \$207,202 was processed for approved claims, and we had a total of 7,949 Veterans contact our office. Below is a chart showing the number of Veterans that visited our offices for assistance.



### Outreach Events conducted for 2017-2018

Pawsitive Action Help Heroes Grant  
Good Samaritan Housing Information Show  
St. Cloud Life  
Celebration Veterans Club  
Remington Apartments  
Florida Technical College  
Osceola Health Neighborhoods at McLaren Circle  
CareerSource  
Homeless Services Network Veterans Case Management  
Lake Nona VA Hospital  
Osceola Correctional Facility (Veteran Inmates)



## Osceola County Libraries

Our Osceola Library Branches continue to stay very busy providing resources and a wide variety of programs for the public each month. Our library branches average a total of nearly 300 programming events, more than 75,000 visits, and circulate over 90,000 items to our citizens! Below are a sample of some of the programs we offered.

### Prime Time Wrap-Up

The Prime Time Family Reading Time program, made possible by a grant from the Florida Humanities Council, held its third and last round of programming by taking the family literacy evenings "on the road." Programming was held at the Museum of Military History in west Osceola County in an effort to reach families in transitional housing along Highway 192 who may not have access to a local library or know about library services. Over five weeks, 20 families were involved in sharing in a meal often donated by local restaurants, stories and activities by Library storytellers, presentations, and contributions by support agencies such as the Osceola Angels and the School District, and offers of transportation to and from the event provided by the grant.



Special  
story time with  
"Nellie the Dinosaur"  
at Hart Memorial  
Library

### Literary Magazine Publication and Presentation

Our first *LitMag* was published in April. Tween and Teen authors were encouraged to submit their original short stories, poems, and essays over the course of several weeks for inclusion in the magazine. Final judging was performed by local authors Peter Raymundo, Vivi Barnes, and Brandon Goode. The result was a beautiful, glossy publication featuring six winning works printed and distributed by the Library to schools, branch Libraries, and online. At the LitMag Reception on April 28, the winning pieces were read aloud and the authors were congratulated by the judges and Osceola County Commissioner Cheryl Grieb with 66 people in attendance.

### International Festival

On April 11th at the Buenaventura Lakes Library and April 18th at the Hart Memorial Library, an International Festival was hosted that engaged 574 people over both Libraries. The two-day event was a cultural bonanza representing many countries and traditions. Staff and volunteers showcased the pride in their cultures as they interacted with attendees over various crafts, foods, and activities. Customers enjoyed belly dancing, Native American dancers, a sampling of authentic foods from many countries, henna tattoos, and photo opportunities with famous landmarks from around the world.

### New 3D Printer for the BVL Library

Commissioner Janer provided a brand new 3D printer for the BVL Library. The library will provide classes that will help citizens learn how these types of technology work, and how to design their own printable projects!





## Community Resources

### Addiction Recovery/Mental Health

Aspire Health Partners – 407-875-3700

IMPOWER – 407-331-8002

Park Place Behavioral Health – 407-846-0023, ext. 2129

The Transition House – 407-892-5700

### Child & Domestic Abuse

Child Advocacy Center Osceola – 407-742-1545

Help Now of Osceola County – 407-847-8562

Orlando Health, The Healing Tree – 407-518-6936

### Credit Counseling

Consumer Credit Counseling Services – 407-895-8886

### Employment

CareerSource Central Florida – 407-705-1555

Goodwill Industries Job Connection – 407-847-0696

### English Classes

Adult Literacy League (Kissimmee Libraries) 407-742-8888

Osceola Learning Center – 407-518-8140

### Food Pantries

New Hope Community Church – 407-933-1204

St. Cloud Pantry – 407-892-7070

### Food Stamps/Medicaid/Cash Assistance

Department of Children and Families – 1-866-762-2237

### Health Services

Osceola County Health Department – 407-343-2000

Osceola Community Health Services – 407-943-8600

### Legal Services

Community Legal Services – 407-847-0053

### Rental/Utility Assistance

Catholic Charities – 407-658-1818

Osceola Council on Aging – 407-846-8532

### Other Community Services

A Place for Grace – 407-593-2969

Christian Ministries Center – 407-944-9968

Coalition for the Homeless – 407-426-1250

Community Hope Center – 321-677-0246

Community Vision – 407-933-0870

HALOS – 407-947-8683

Head Start/Early Head Start – 321-219-6201/321-219-6200

Helping Others Make the Effort (HOME) – 407-932-0413 (for women and children)

Red Cross – 407-847-2780

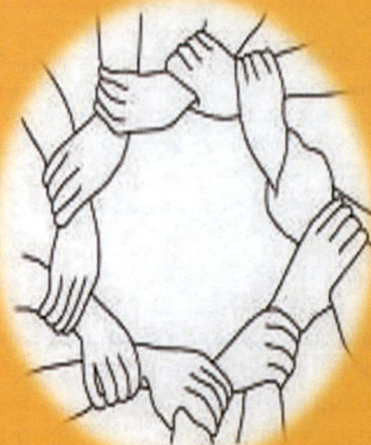
Social Security – 1-800-772-1213

The Salvation Army – 407-423-8581

### Youth Services

Boys and Girls Club – 407-847-2833

YMCA – 407-847-7413



**Working  
Together  
To  
Make  
A  
Difference**



# Highlights

Osceola County hosted the Florida Association of Counties Human Services Administrator (FACHSA) Mid-Year workshop on February 2, 2018 at Extension Services in OHP. Approximately 18 counties participated in this event

Osceola County Human Services participated in the Osceola County Health Fair held on March 8, 2018. We provided information on Social Services, Veterans Services, Homeless Initiatives, and Affordable Housing.

Osceola County participated in the Florida Association of Counties (FAC) Annual Conference and Exposition on June 28, 2018. This conference was held in Orlando.

Human Services planted their pinwheel garden April 5, 2018 to promote awareness and support The National Child Abuse and Prevention Month



April 2018 was recognized across the United States as Fair Housing Month. On April 11, 1968, President Lyndon Johnson signed the Civil Rights Act of 1968, which was meant as a follow-up to the Civil Rights Act of 1964. The 1968 Act expanded on previous acts and prohibited discrimination concerning the sale, rental, and financing of housing based on race, religion, national origin, sex, (and as amended) handicap, and familial status. Title VIII of the Act is also known as the Fair Housing Act of 1968.

In an effort to highlight and celebrate Fair Housing Month, Osceola County Human Service's staff made it a goal to educate residents about fair housing and social equality for all no matter race, ethnicity, gender, or familial status. Several workshops were facilitated to inform and educate other partners in the community about the importance of fair housing.



Under the leadership of our Director, Celestia McCloud, Human Services was invited to attend the "Financial Fitness Day" event held by Universal Studios Orlando. Universal is committed to helping their team members achieve their financial goals by providing the tools and information needed for them to succeed. There were several Osceola County resident that are team members of Universal. The information we provided on the SHIP down payment assistance for first time homebuyers, CDBG emergency rental assistance, mortgage foreclosure prevention, and owner occupied rehabilitation was well appreciated. Over 600 Universal team members attended this event.



Exhibit "B"  
Osceola County Council on Aging Hand-out  
Item 2.A.



Exhibit "B"  
1/15/2019



Serving People in Need



## MISSION STATEMENT

The Osceola County Council on Aging, Inc.  
is a 501 (c) 3, non-profit, charitable  
organization dedicated to providing  
services to enable independence and  
self-sufficiency for seniors, disabled adults,  
the disadvantaged and families in poverty.





**OSCEOLA  
COUNCIL  
ON AGING**

*Serving All Generations*

**Strategic Plan  
2017-2022**

**Providing services to enable independence and self-sufficiency  
for seniors, disabled adults, the disadvantaged  
and families in poverty.**

**Reviewed & Approved 12/06/17**



# Strategic Plan 2017 - 2022



## Vision Statement

"The Vision of the Osceola Council on Aging is to create a place where diversity is valued, acknowledged and respected; where the people we serve thrive and realize their fullest potential; where citizens and staff are truly valued, nurtured and respected for their essential contributions to the community ; where there is community collaboration to established prevention-focused services for the common good; and where norms are challenged and people take risks to create meaningful and innovative changes."

## GOALS 2017

The Council on Aging will promote highly effective leadership in operations and management to increase its capacity to achieve results (Agency Goal)

The Council on Aging will increase community awareness and financial capacity with the support of donors, volunteers, low-income families and community partners. (Agency and Community Goal)

The Council on Aging will assess and implement quality and beneficial programs that address the needs of low-income families in Osceola County. (Family Goal)

## THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

## AGENCY VALUES

OCO developed the following values to guide and direct the organization's work. These values help determine how the Council on Aging will work to successfully implement the agency's mission.

### *Honesty/Integrity*

**B**e truthful and accurate and adhere to high moral principles, ethical codes and professional standards.

### *Quality*

**M**aintain a high level of excellence in program operations and service delivery.

### *Responsibility*

**I**mplement actions and make effective decisions taking into account expectations from customers, funding sources and external stakeholders.

### *Respect*

**B**e consistently thoughtful and kind to clients taking their feelings, needs, thoughts, ideas and preferences into consideration.

### *Accountability*

**B**e liable for all public and private funds entrusted to the Agency and strive for excellence in programmatic and financial management ensuring compliance with all laws and regulations and providing proof that funding is being utilized to deliver services to accomplish agency mission.

### *Client Focused*

**C**ontinually engage clients to determine their needs while providing outstanding services that promote customer satisfaction.



## Goal 1: Low-income people are more self-sufficient

| NPI 1.1 Employment                                                                             |                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goal                                                                                           | Strategies                                                                                                                                                                            |
| Individuals are Unemployed and Obtain Employment with the assistance of OCOA and its partners. | Offer Life Skills Workshops<br>Work with community partners Community Vision and Career Source to provide OJT<br>Promote educational opportunities<br>Establish Work Experience Sites |
| Individuals move from below the Federal Poverty Rate to above it.                              | Enroll clients in Project Open<br>Enroll clients in Education & Job Training Programs<br>Provide case management to clients<br>Assist families in achieving higher rates of pay       |

| NPI 1.2 Employment Supports                                                                       |                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Goal                                                                                              | Strategies                                                                                                                                       |
| Individuals complete Post-Secondary education program and obtain certificate or diploma.          | Establish and maintain public computer sites<br>Work with colleges to provide additional satellite classrooms and online courses                 |
| Individuals obtain health care services for themselves or family member in support of employment. | Provide case management to clients<br>Refer clients for medical coverage<br>Refer Clients to Health Clinic                                       |
| Individuals obtain safe & affordable housing in support of employment.                            | Provide case management to clients<br>Broker/advocate on behalf of clients<br>Refer clients to housing opportunities                             |
| Individuals obtain food in support of employment.                                                 | Provide case management to clients<br>Broker/advocate on behalf of clients<br>Refer clients to food pantries and other supplemental food sources |



## Goal 2: The Conditions in which Low-Income People Lives are Improved

| NPI 2.1 Community Improvement and Revitalization                                                                                    |                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Goal                                                                                                                                | Strategies                                                                                                                                   |
| Safe and affordable housing units are preserved or improved through construction, Weatherization or rehabilitation achieved by OCOA | Preserve/Improve low-income housing through Weatherization or other housing repair programs such as SHIP or Veterans Helping Homebound Heros |
| NPI 2.3 Community Engagement                                                                                                        |                                                                                                                                              |
| Goal                                                                                                                                | Strategies                                                                                                                                   |
| Community members mobilized by OCOA that participate in community revitalization and anti-poverty initiatives.                      | Engage local community members through initiatives such as: Poverty Simulations, Leadership Osceola, Teen Leadership, Health Leadership      |
| Legislators briefed/ updated regarding the needs of those living in poverty within their districts, etc.                            | Legislative visits<br>Agency events<br>Other Public Relations events                                                                         |

### MISSION STATEMENT

The Osceola County Council on Aging, Inc. is 501 (c) 3, non-profit, private charitable organization dedicated to providing services to enable independence and self-sufficiency for seniors, disabled adults, the disadvantaged and families in poverty.



## Goal 3: Low-Income People Own A Stake In Their Community

| NPI 3.1 Civic Investment                                                                                                                                                                  |                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Goal                                                                                                                                                                                      | Strategies                                                                                                                                    |
| Volunteer hours donated by and/or "on-behalf" of low income people thereby improving the number of opportunities and quality of life for families.                                        | Opportunities & Initiatives made possible by:<br>Employment & Training programs<br>Poverty Simulations<br>Care Companion and Senior Companion |
| NPI 3.2 Community Empowerment through Maximum Feasible Participation                                                                                                                      |                                                                                                                                               |
| Goal                                                                                                                                                                                      | Strategies                                                                                                                                    |
| Low-income people participating in formal community organizations, governments, boards or councils that provide input to decision making and policy setting created or supported by OCOA. | Engage low-income people through initiatives such as:<br>Housing Advisory Board<br>Nutrition Advisory Boards<br>OCOA Board of Directors       |
| Low-income people engaged in non-governance community activities or groups created or supported by OCOA.                                                                                  | Engage low-income people through initiatives such as:<br>Poverty Simulations<br>March for Meals<br>Anniversary Breakfast Video                |

## Goal 4: Partnerships Among Supporters & Providers Service to Low-Income Are Achieved

| NPI 4.1 Expanding Opportunities through Community-Wide Partnerships                                                                                                                                                                                                     |                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goal                                                                                                                                                                                                                                                                    | Strategies                                                                                                                                                                                                                             |
| OCOA will achieve the following outcomes by working with community organizations:<br>coordination of services<br>improve community planning<br>achieve specific outcomes<br>improve program efficiency<br>support cultural, ethnic & special needs of low-income people | Outcomes made possible by the sustainability of the following initiatives:<br>Community Gardens (3)<br>Financial Education Partners<br>Community Collaborations<br>Senior Financial Classes<br>Project Open<br>Job Placement Boot Camp |



## Goal 5: OCOA Increases Its Capacity to Achieve Results

| NPI 5.1 Broadening The Resource Base                                                  |                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goal                                                                                  | Strategies                                                                                                                                                                                                                                                                                                                                                  |
| Increased number of:<br>non-government dollars<br>volunteer hours<br>in-kind donation | <p>Find untapped federal/state funds</p> <p>Actively / aggressively work to obtain additional non-government funding to support agency efforts</p> <p>Train board members to find dollar/in-kind</p> <p>Set up standing committees with community volunteers to: recruit volunteers, assist with fundraising events, seek monetary or in-kind donations</p> |

## Goal 6: Low Income People Achieve Potential

| NPI 6.1 The number of vulnerable individuals receiving services from Osceola Council on Aging who maintain an independent living situations as a result of those services. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goal                                                                                                                                                                       | Strategies                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Independent Living                                                                                                                                                         | <p>Utilize services such as:</p> <p>Meals on Wheels                      Guardianship</p> <p>In Home Services                      Transportation</p> <p>Congregate Meals</p>                                                                                                                                                                                                                                                                                    |
| Collects data on vulnerable individuals receiving services from OCOA who maintain an independent living situations as a result of those services.                          | <p>Congregate Meals</p> <p>Recreational or Social Activities</p> <p>Transportation Services</p> <p>Legal Aide and Benefits Assistance/Counseling</p> <p>Home Management Assistance</p> <p>Housing Rehabilitation</p> <p>Weatherization</p> <p>Energy Assistance</p> <p>Medical Care</p> <p>Physical Exercise &amp; Rehabilitation Assistance</p> <p>Medications Monitoring and Management</p> <p>Supplementary Food Distribution</p> <p>Nutrition Counseling</p> |



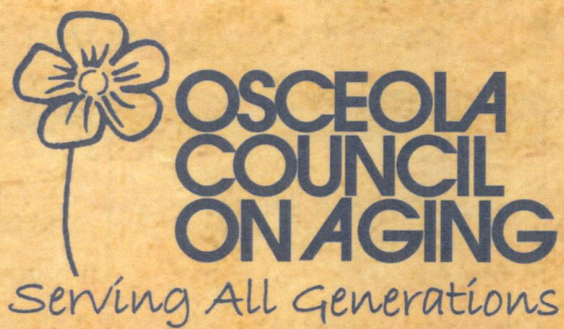
## Goal 6: Continued

| NPI 6.2 Emergency Assistance                                                                                                                    |                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goal                                                                                                                                            | Strategies                                                                                                                                                                                                                                         |
| Eligible low-income people receive emergency assistance for food.                                                                               | Provide clients with opportunities to obtain emergency assistance programs for food such as (but not limited to):<br>Mobile Food Pantry<br>Meals on Wheels                                                                                         |
| Eligible low-income people receive emergency assistance for Emergency Payments to Vendors for fuel and energy bills and rent/mortgage payments. | Provide clients with opportunities to obtain emergency assistance programs such as (but not limited to):<br><br>Energy Crisis Intervention Program<br>Emergency Food Shelter & Program (EFSP)<br>Homelessness Prevention & Rapid Re-housing (HPRP) |
| Eligible low-income people receive Transportation to Post Education                                                                             | Provide clients with opportunities to obtain Transportation through Success Express                                                                                                                                                                |

| Council on Aging Has The Capacity to Meet Future Challenges                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goal                                                                                                                                                         | Strategies                                                                                                                                                                                                                                                                                                                                                                                       |
| <p>Increase overall training of all staff and board of directors.</p> <p>Increase awareness of agency services to staff, board, community &amp; clients.</p> | <p>Central coordination of research, planning and execution of agency projects</p> <p>Improved Agency Communications (website)</p> <p>Updated Agency Brochures, Reports</p> <p>New Board Opportunities (training, replacement, rotation, committee expansion, planning, etc.)</p> <p>Leadership Development (staff &amp; bd. members)</p> <p>Succession Planning (staff &amp; board members)</p> |



**Serving Osceola County Since 1971**



700 Generation Point  
Kissimmee, FL 34744

Phone: 407-846-8532  
Email: [info@osceola-coa.com](mailto:info@osceola-coa.com)  
Web Site: [www.osceolagenerations.org](http://www.osceolagenerations.org)



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Fax: 407-957-2527  
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3175 Pleasant Hill Rd.  
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Fax: 407-933-0404  
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# OSCEOLA

*The Osceola Council on Aging, Inc. is a 501(c) 3 nonprofit, charitable organization dedicated to providing services to enable independence and self-sufficiency for seniors, disabled adults and disadvantaged families.*



## ASSESSMENT

Offers seniors and caregivers access to services, including benefits eligibility, applications, assessment, and referrals to community resources.

**407-846-8532**

## CASE MANAGEMENT

Supports elderly and disabled persons by developing a plan of care and coordinating services to maintain their independence and ability to age in place.

**407-846-8404**

## GUARDIANSHIP

Provides court appointed guardianship for incapacitated adults who are unable to care for themselves in making decisions about their personal and financial affairs.

**407-402-9474**

## ADULT DAY HEALTH CARE CENTER

Nursing and therapeutic facility serving the frail elderly and disabled adults who because of one or more impairments cannot remain home alone without full nursing services, but who do not require 24-hour institutional care. Special activities are designed for clients suffering from dementia and Alzheimer's disease.

**407-483-1494**



## BARNEY E. VEAL CENTER

Community facility and special needs shelter providing centralized services and programs that support the dignity and independence of seniors and a quality life for all generations. All amenities are open to the public.

**407-846-8532**



## Clyde's Café -

Informal eatery with daily specials, sandwiches, soups, salads, and refreshments.





# COMMUNITY COUNCIL

**Conference & Catering Center** – Multi-purpose banquet rooms and meeting space for special events, workshops, birthday parties, weddings, and corporate retreats.  
407-483-1493



**Functional Fitness** – Free use circuit training equipment, in an age-friendly environment.



**Resource Library** – Access to free publications, internet, and the Department of Children and Families ACCESS on-line application system.



**Senior Center** – Recreational programs including quilting, dancing, painting, bridge, dominos, support groups, tax assistance, voting precinct, Zumba classes, stamp club, Silver Sneakers, flea markets and more.

**SHINE (Serving Health Insurance Needs of Elders)** – state health insurance assistance, education and counseling to Florida elders, caregivers and family members.

**Supper Club** – Monthly “themed” dancing and evening dining for active adults.  
407-483-1473

## COMMUNITY ACTION

Provides comprehensive health and human services to improve the quality of life of low-income seniors and families. **407-846-8532**

**Emergency Assistance** – provides emergency utility and rental assistance to seniors and families in economic crisis.

**Building Strong Families** – Provides case managed services and support to help families reach a higher standard of living.

**Osceola Financial Pathways** – Provides financial education, budget counseling, and special savings accounts to help families better manage their income and reach financial goals.

## HEALTH CLINIC

Non-emergency medical care for uninsured adults, including primary care, specialty care, prescription assistance, chronic care self-



# AGING



management, diagnostic services, laboratory assistance, and breast health.

**407-933-9521**

## HOME PROGRAM

Repair, renovation and maintenance to improve the quality of housing owned and occupied by elderly, disabled or low-income families. **407-483-1499**

Services include:

**Home Repair** – Alterations to improve accessibility, comfort and convenience to the interior and exterior of the homes, in addition to installation of safety devices and ramps for the disabled.

**Chore** – Seasonal cleaning, essential errands, yard work, simple household repairs, pest control and household maintenance.

**Weatherization** – Helps low-income homeowners to permanently reduce their energy bills by making their homes more energy efficient.

## HOUSING

Affordable and subsidized housing for low-income seniors and disabled adults. Provides safe and secure residential environments with supportive services to enable residents to live as independently as possible.

**407-931-2990**

**Kissimmee Oak Leaf Landings** - This 70 unit, two story adult apartment complex provides affordable living for people 55 years of age and older through the Low Income Housing Tax Credit Program.

**407-931-2990**

**Oak Leaf Landings** – This 50 unit, high rise HUD subsidized senior housing, the first in Osceola County, provides affordable housing for the growing number of Osceola elderly, 62 years of age and older.

**407-931-2990**



**St. Cloud Villas** – This Beautiful 32 unit affordable senior apartment complex provides supportive housing in a rural setting. **407-891-1467**

**St. Cloud Villas Phase II** – This 50 unit, two story HUD subsidized senior housing provides affordable housing for those 62 years of age and older. **407-891-1467**

**Tracey Manor** – This 14 unit complex provides supportive housing for low income seniors and disabled adults. **407-891-1467**



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# OSCEOLA

## YOUR SUPPORT IS IMPORTANT TO Us!

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

*I want to support the OSCEOLA COUNCIL ON AGING.  
Enclosed is my tax deductible gift of \$\_\_\_\_\_ to assist in providing programs which help Seniors to remain independent.*

### TO HONOR SOMEONE with a GIFT or MEMORIAL

☐ My gift is in honor of:

\_\_\_\_\_

☐ My gift is in memory of:

\_\_\_\_\_

*Please mail acknowledgment of my gift to:*

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

*Mail checks or correspondence to:*

**OSCEOLA COUNCIL ON AGING**  
700 Generation Point • Kissimmee, FL 34744

Solicitation of Funds: The Osceola County Council on Aging, Inc. #SC00067 has complied with the registration requirements of Chapter 496, F.S., Solicitation of Contributions Act. "A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL FREE WITHIN THE STATE. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL OR RECOMMENDATION BY THE STATE." 1-800-435-7352

**Neighborhood Stabilization Program (NSP)**  
- Single family rental homes for low income seniors, disabled adults and disadvantaged families. **407-931-2990**

### IN-HOME SERVICES

Provides home-based assistance with daily living for seniors and disabled adults.

**407-483-1491**

**Companionship** – Non-medical supervision and socialization for isolated seniors and disabled adults that include fellowship, conversation, emotional reassurance, assistance with reading, writing letters, and activities that stimulate the mind.

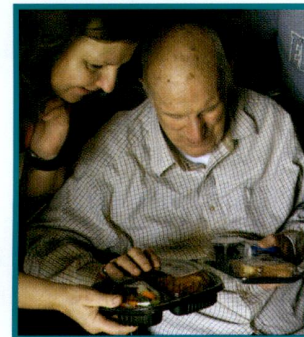
**Homemaker** – Assists with housekeeping, laundry, meal planning/preparation and shopping assistance.

**Personal Care** – Assists with bathing, dressing, grooming, feeding and toileting to maintain personal hygiene.

**Respite Care** – provides caregiver relief from the stress and demands associated with the daily care of a frail or disabled adult.

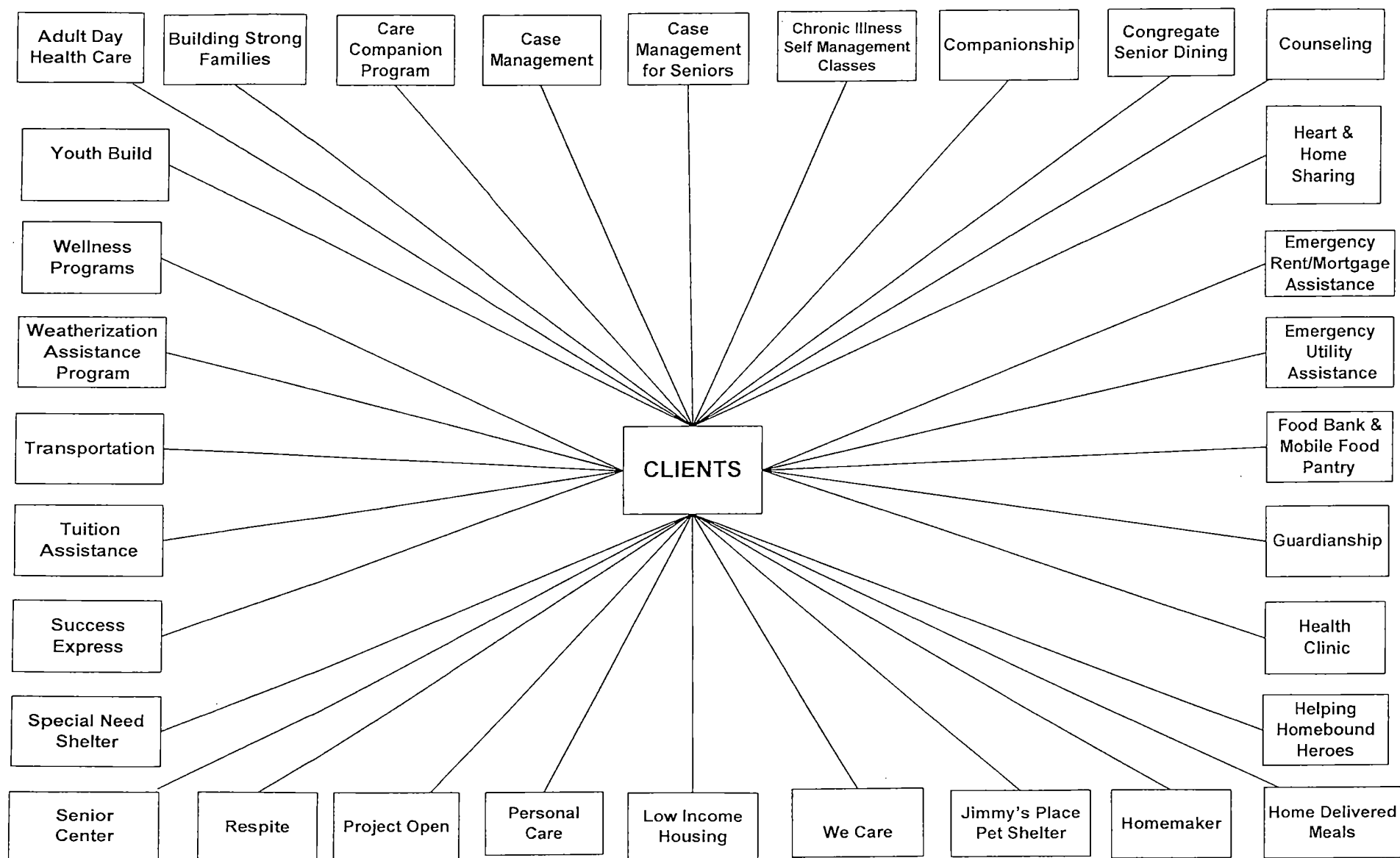
### NUTRITION SERVICES

**Home Delivered Meals** -  
Delivers nutritionally balanced meals to homebound elderly and disabled adults.  
**407-847-2144**





# Osceola Council on Aging Programs & Services



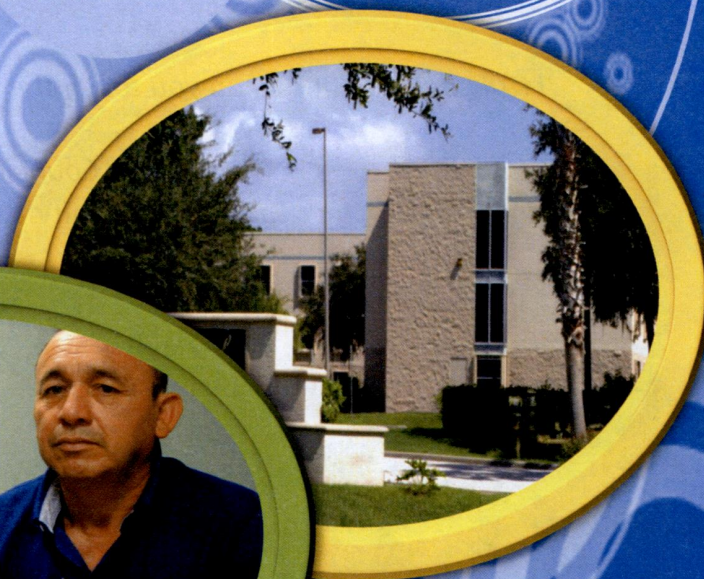




**OSCEOLA  
COUNCIL  
ON AGING**

*Serving All Generations*

**Building Better Lives**





# *Message From the President*

*Dear Friends of the Council,*

*I am pleased to welcome you to the Osceola Council on Aging. Our vision is to ensure the provision of a comprehensive array of services for the elderly, disabled and disadvantaged residents to promote their independence and self-sufficiency and prevent institutionalization.*

*The Council on Aging is a valuable community resource.... a center of hope, love and compassion in a rapidly growing, ever-changing environment. Technology, medical advances and healthier lifestyles are affording more people than ever before the opportunity to enjoy a long and productive life. Meeting the increasing demands for social services, which will allow even our eldest citizens to continue to be active and contributing, is critical to enhancing and improving the quality of many lives, now and well into the future.*

*The Osceola Council on Aging has won several nation awards for outstanding service to our community because we take our responsibility to our clients seriously. In addition to offering a full range of valuable programs, tailored to the needs of our special populations and their caregivers, the Council is an intricate part of the civic life of the Osceola County community. Because we rely heavily on the generosity and caring of local businesses and individual donors to achieve our important goals, the council has benefited from working closely, in partnership, with a broad range of local organizations. Together we have accomplished great things through a number of community betterment initiatives, developed exciting, mutually beneficial programs that have allowed our clients to enrich their lives in a variety of satisfying ways.*

*I truly believe that when you touch the community, the community touches you back!*



*The Osceola Council on Aging is proud to be part of the fabric of this great community.*

A handwritten signature in blue ink that reads "Tom Ter Beek". The signature is fluid and cursive.

Tom Ter Beek  
2017 President  
Council on Aging Board of Directors

## ***MISSION STATEMENT***

The Osceola County Council on Aging, Inc. is 501 (c) 3, non-profit, private charitable organization dedicated to providing services to enable independence and self-sufficiency for seniors, disabled adults, the disadvantaged and families in poverty.



In collaboration with our partners and volunteers, the Council on Aging significantly improved the lives of **112,312** Senior Citizens, Disabled Adults, Disadvantaged Families, and Community Residents in Osceola County through its 34 Health and Human service programs.

## SENIOR SERVICE PROGRAMS - *Giving Seniors a helping hand since 1971*



### ADULT HEALTH DAY CARE

92 frail seniors and disabled adults received 16,274 hours of service.



### GUARDIANSHIP

31 elderly and disabled adults adjudicated incapacitated received 4,000 hours of service.



### IN-HOME SERVICES

358 seniors and disabled adults received 132,410 hours of homemaker services.



### RESPITE

Caregivers of frail seniors and disabled adults requiring 24-hour care received 5,914 hours of relief.



### WELLNESS PROGRAMS

**TAI CHI**  
23 clients  
80 hours

**SILVER  
SNEAKERS**  
62 clients  
236 hours

**ZUMBA**  
11 clients  
57 hours

**DIABETES SELF-  
MANAGEMENT  
PLAN CLASSES**

53 clients  
90 hours



## Our Services

### EMPLOYMENT STRATEGIES

#### Project OPEN offers a “Hand Up”

**Free accelerated Certification courses with multiple career paths to choose from:**

- Advanced Manufacturing
- Basic Construction
- Culinary
- Electronic Board Assembly
- Home Health Care (CNA, HHA, Phlebotomy, EKG technician)
- Mechatronics
- Welding I & II

**Project OPEN served 94 students and their families in 2017. A total of 177 adults and 95 children ages 0-17 received support services to stabilize households while students pursued education and obtained employment.**

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Job Skills Training and Placement

Support Services for Student Households

Free Financial Education Course

Free Certification Courses



## HEALTHCARE STRATEGIES



### CLINIC

The Clinic and its Health Access & Physician Partnership Initiative (HAPPI) provided the following services for uninsured residents of Osceola County:

Diagnostic Care Referrals: **285**

Dr. Visits: **317**

Diagnostic Financial Assistance: **175**

Lab Referrals: **847**

Mag Mutual Financial Assistance: **41**

Medical Equipment: **237**

Prescription Assistance: **336**

Requests for Secondary Care: **54**

Pathology/Biopsy Referrals: **84**



### WE CARE

The new **We Care** program had its kick-off in the fourth quarter of the year. During the first two months:

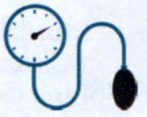
Enrollment: **183**

Dr. Visit (Secondary Care) : **185**

Lab Referrals: **6**

Diagnostic Referrals: **48**

Requests for Secondary Care: **177**



### ADULT HEALTH DAY CARE

(AHCA License #9073)

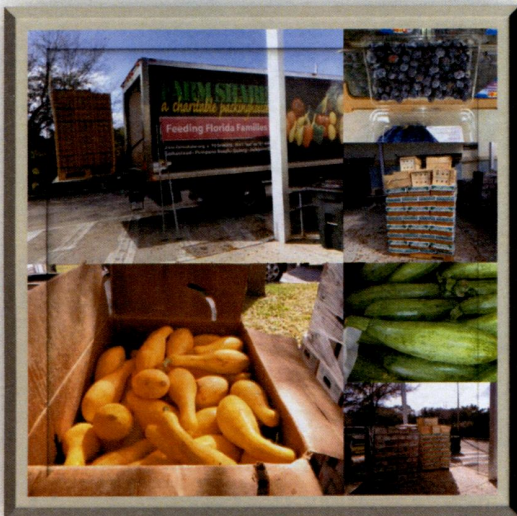
**92** unduplicated clients received **16,274** hours of service.



### Healthcare Provided Services For:

**1,157 Households • 2,073 Individuals • 285 Children Ages 0-17**

## NUTRITION STRATEGIES



Optimum nutrition is the medicine of tomorrow.

~ *Linus Pauling* ~

**EMERGENCY FOOD BASKETS:** **3,082** individuals (**1,489** families including **733** children ages 0-17) received food baskets.

**CONGREGATE MEALS:** **453** clients received **43,970** meals.

**NUTRITION EDUCATION:** **945** clients received **2,530** hours of instruction.

**HOLIDAY MEALS:** **833** clients received traditional holiday meals .

**HOME-DELIVERED MEALS:** **492** clients received **111,675** meals.

**COMMUNITY SUPPLEMENTAL FOOD PROGRAM:** **11,194** clients received supplemental boxes of food.



**945** clients received **193,655** lbs. of food.



### HOUSING

Affordable Housing remains one of the top five needs in Osceola County as identified by survey respondents of the Council's 2017 Community Needs Assessment.

Community Commons reports that **44.74%** of Osceola County Households are Housing Cost Burdened (30% or more of household income).

Data from the latest 5-year American Community Survey (2015) reveals that 3,111 housing units in Osceola County are considered overcrowded.



### HOUSING STRATEGIES

#### HOUSING SUPPORT SERVICES

##### **Building Strong Families**

Designed for precariously housed low-income families in need of permanent housing. 79 families received support services to help stabilize their households.

#### HOME REHABILITATION PROGRAMS

##### **Chore Department**

Weatherization 38 homes/ 77 people  
Helping Homebound Heroes 31 homes/ 59 people  
Celebration of Service 8 homes/ 11 people  
Chore 56 homes/ 72 people  
Disabled American Veterans 2 homes/ 3 people  
The Chore Department provided home modification services for 135 homes with 222 family members benefitting from the repairs/upgrades.



#### AFFORDABLE HOUSING

##### **Senior Housing**

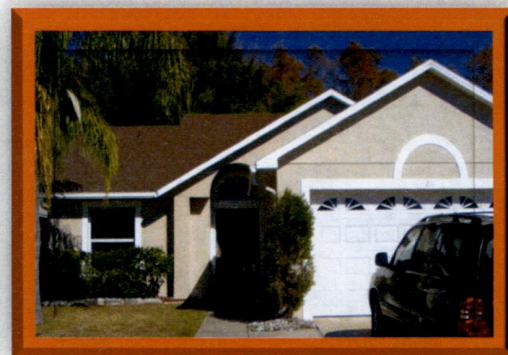
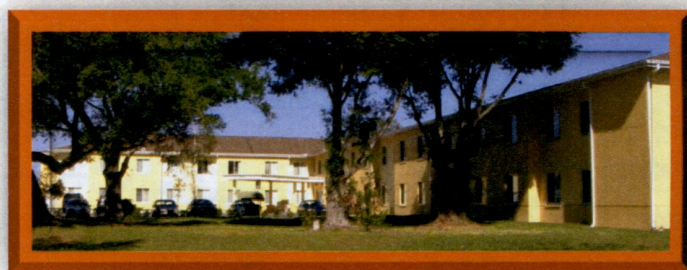
Oak Leaf Landings / 50 1-bedroom units  
Kissimmee Oak Housing / 70 1 and 2 bedroom units  
St. Cloud Villas 1 / 32 1 and 2 bedroom units  
St. Cloud Villas II / 50 1 bedroom units  
Tracey Manor - 14 2 bedroom units

##### **Kissimmee NSP Program**

The Council offers 10 affordable rental homes with an opportunity for home ownership based on the renter's qualifications.

##### **NSP III Program**

Designed for low-income families in transitional housing for permanent housing need, planned construction for two 4-bedroom/2-bath units.





## CASE MANAGEMENT

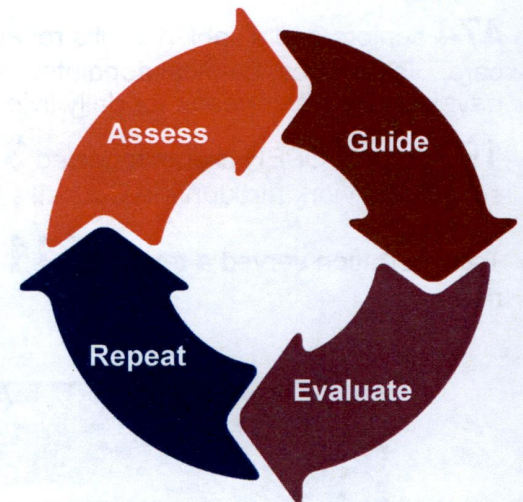
**1,215** hours of Case Management were provided for **174** frail elderly and disabled adults through assessment of needs, coordination of comprehensive services and follow-up care to ensure they received effective results to maintain independent in their own home.

**104** Project OPEN clients and **313** family members received Case Management services to stabilize their households while clients pursued education and attained employment.

**174** Seniors received **1,214.5** hours of Case Management service.

**92** Adult Health Day Care clients **69,094** hours of service.

**205** households (**393** individuals) received assessment by a Case Manager who identified their needs and leveraged the appropriate level of support services to help stabilize the families.



## EMERGENCY SERVICES

### Emergency Assistance Programs

**1,809** low-income households in financial crisis received **\$799,189** in assistance. These support services for **5,745** individuals (with **2,522** children 0-17 yrs.) averaged **\$442** per household.

**LiHeap** \$720,355  
**Energy Assistance** \$57,837

**EHeap** \$3,820  
**Water Bill Assistance** \$17,176.71

### Project Restore

The Osceola Council on Aging partnered with CareerSource Central Florida in **Project Restore**, a Hurricane Relief Initiative funded by the National Emergency Grant Internship Program.

**Project Restore** assisted **955** families impacted by Hurricane Irma and Hurricane Maria with resources including:

Food Baskets (Emergency, Thanksgiving, and Christmas); Hygiene Kits; Cleaning Supplies; Medical Equipment (Canes, Walkers, and Hospital Beds)

### Special Needs Shelter

The Council's Special Needs Shelter housed and cared for **399** Special Needs residents for **11** days as a result of Hurricane Irma. **20** volunteers donated **944** hours of service to their care.



## Our Services

### TRANSPORTATION

**474** seniors and disabled adults received **30,700** rides to day care, dining clubs, medical appointments, shopping and related travel to meet their needs for daily living and remain independent.

**167** Project OPEN clients received **3,747** rides to and from school and work through the Council's **Success Express** program.

Transportation served a total of **641** clients with **34,447** rides.



Transportation Provided Services For:  
1,157 Households • 2,073 Individuals • 285 Children Ages 0-17

### FAMILIES

#### Building Strong Families

**79** households received emergency support services totaling **\$76,468**. Services cost averaged **\$968** per household to stabilize **306** individuals, **167** of which were children ages 0-17. The Building Strong Families program serves low-income families with children who are at risk for homelessness due to economic crisis. The support services help to meet the family's basic needs and stabilize their children in school. Eligible participants may receive access to services based on need:

- ◆ Emergency Utility Assistance
- ◆ Employment Support Services
- ◆ Rent & Mortgage Assistance
- ◆ Health Services
- ◆ Nutrition/Food Assistance
- ◆ And much more

#### Holiday Support

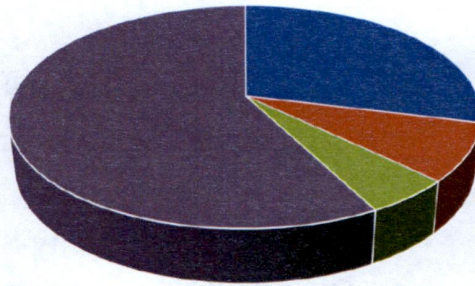
In addition to resources received from the Food Pantry, **111** families (including **439** individuals, **238** of which were children ages 0-17) received Thanksgiving Baskets, Toys, and Clothing. In the midst of economic crisis, families were able to enjoy holiday traditions. These support services made the holiday seasons brighter for struggling families with children.



## BUDGET

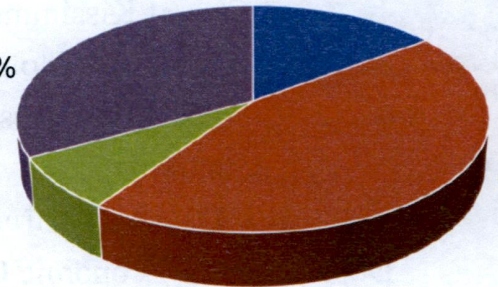
### 2017 Revenue

- Federal 28.97%
- State 8.22%
- Local 5.13%
- Other 57.67%



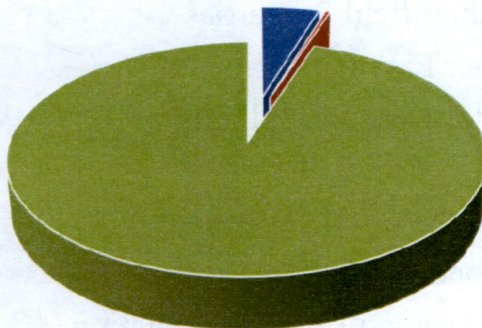
### 2017 Expenditures

- Salaries Management 14.96%
- Salaries Direct Staff 44.82%
- General Operating 7.50%
- Service Delivery 32.72%



### 2017 Agency

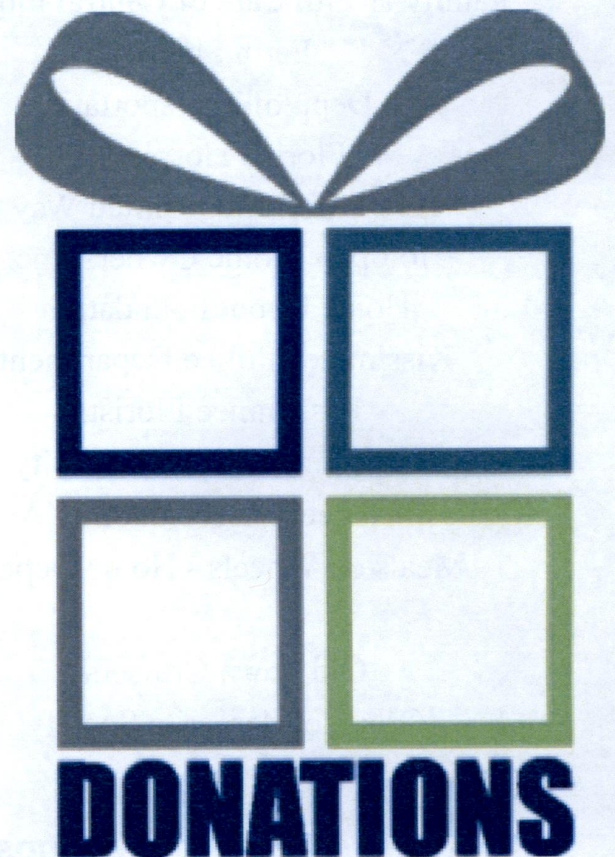
- Direct Services 94.90%
- Administration 4.71%
- Fundraising 0.39%



## IN-KIND

### Donations received \$1,931,657.92

|                          |              |
|--------------------------|--------------|
| Administration           | \$68,890.29  |
| Case Management          | \$5,324.53   |
| Chore                    | \$24,838.54  |
| Clinic RX                | \$422,647.62 |
| Clinic                   | \$48,105.54  |
| Hurricane Relief         | \$43,661.81  |
| Adult Health Day Care    | \$608.17     |
| Homecare                 | \$11,594.80  |
| Housing                  | \$105,672.00 |
| Meals on Wheels          | \$6,053.30   |
| Nutrition/Pantry/Kitchen | \$388,480.32 |
| Volunteers               | \$805,781    |





## Our Partners

The Osceola Council on Aging received over **\$1,096,007** in-kind through thousands of volunteer service hours and donations to support our mission and **\$1,556,490** in grant awards through the generous investment of the following community partners:

|                                        |                                           |
|----------------------------------------|-------------------------------------------|
| All Saints Lutheran Church             | Orlando Sentinel Family Fund              |
| Bank of America Foundation             | Osceola County Board of Commission        |
| Department of Elder Affairs            | Osceola County Farm Bureau                |
| CenterState Bank                       | Osceola County Sheriff's Office           |
| Central Florida Foundation             | Osceola Regional Medical Center Auxiliary |
| City of Kissimmee                      | Publix SuperMarkets Charities             |
| City of St. Cloud                      | Rotary Club of Kissimmee                  |
| CKB Investors                          | Rotary Cub of Kissimmee Bay               |
| Community Charity Golf                 | Rotary Club of Kissimmee West             |
| CW Hayes Construction                  | Rotary Club of St. Cloud                  |
| Department of Economic Opportunity     | Schoolfield Properties                    |
| Deseret Cattle & Citrus                | Seimer Family Foundation                  |
| Disney Vacation Club                   | Senior Resource Alliance                  |
| Duke Energy Foundation                 | St Cloud Florist                          |
| Emergency Food & Shelter Program       | St Cloud Fire Department                  |
| Family Dollar                          | St Cloud Police Department                |
| Family Health Care of Central Florida  | Stonegate Women's Golf Association        |
| Farm Share                             | SunTrust                                  |
| FL Dept. of Transportation             | TD Charitable Foundation                  |
| Florida Hospital                       | Toho Water Authority                      |
| Heart of Florida United Way            | The Walt Disney World Foundation          |
| Holopaw Home Owners, Inc.              | Treasurer Coast                           |
| Home Depot Foundation                  | U.S. Department of Agriculture            |
| Kissimmee Police Department            | Vietnam Veterans of America               |
| Kissimmee Florist                      | Waste Management                          |
| Kissimmee Utility Authority            |                                           |
| Meals on Wheels Association of America |                                           |
| Meals on Wheels - Home Depot           |                                           |
| Old Town Cruisers                      |                                           |
| Orlando Margarita Society              |                                           |

***A special thanks to all those who generously made donations in 2017!***



Thank you to the 1,855 Volunteers who gave 47,623 hours of service to this community, and in support of our agency!



*"Volunteers do not necessarily have the time; they just have the heart."*  
~Elizabeth Andrew

**ADULT HEALTH DAY CARE** 27 Volunteers / 1,219 hours  
**ADVISORY/BOARD** 87 Volunteers / 551 hours  
**CLERICAL/ADMINISTRATION** 336 Volunteers / 7,578 hours  
**COMPANION** 44 Volunteers / 2,582 hours  
**CONGREGATE** 180 Volunteers / 8,486 hours  
**DISASTER** 20 Volunteers / 844 hours  
**FUNDRAISING** 9 Volunteers / 82 hours  
**HEALTH PROGRAMS** 84 Volunteers / 1,960 hours  
**HOME DELIVERED MEALS** 331 Volunteers / 11,154 hours  
**HOMEMAKER PROGRAM** 7 Volunteers / 165 hours  
**INTERGENERATIONAL** 495 Volunteers / 7,920 hours  
**LEGAL ASSISTANCE** 4 Volunteers / 431 hours  
**RECREATION** 1 Volunteer / 88 hours  
**SENIOR COMPANION** 9 Volunteers / 2,249 hours  
**SENIOR PREVENTION** 4 Volunteers / 8 hours  
**SPECIAL EVENTS** 198 Volunteers / 1,380 hours  
**TRANSPORTATION** 1 Volunteer / 8 hours

*Thank you, Volunteers! You make a difference every day!*



# 2018 Board of Directors

## Board Officers

**Michael Sweeney, President**  
ToHo Water Authority

**Annette Fender, President Elect**  
Pat's Pump & Blower

**Tom Ter Beek, Past President**  
CenterState Bank

**Bruce Vickers, Treasurer**  
Osceola County Tax Collector

**Jorge Soto, Secretary**

**Public Elected Officials**  
**Beth Knight**  
Osceola County Representative

**Bruce Vickers**  
Osceola County Tax Collector

**Chuck Cooper**  
Councilman, City of St. Cloud

**Hal Epperson**  
Judge, Osceola County Criminal Court  
Osceola County Courthouse

**Katrina Scarborough**  
Osceola County Property Appraiser

**Kim McKnight**  
School District of Osceola County

**Mary Jane Arrington**  
Osceola County  
Supervisor of Elections

**Olga Gonzalez**  
Commissioner, City of Kissimmee

**Russell Gibson, Sheriff**  
Osceola County Sheriff's Office

## Private Sector

**Isaac Sendros**  
Florida Hospital

**Jeanne Van Meter**  
Retired

**Jorge Soto**

**Kim Goodwin**  
Goodwin Realty & Associates Inc.

**Michael Sweeney**  
ToHo Water Authority

**Rayelynn Ketchum**  
Owner  
Land Title Professionals

**Sam Haught**  
Co-owner, Wild Florida

**Sonya Deese Byrnes**  
Regional General Manager  
The Walt Disney Company

**Tom Ter Beek**  
CenterState Bank

## Low Income Elected District 1 – City of Kissimmee

**Edgar Vazquez, Pastor**  
Iglesia Bautista Central de Kissimmee

**Patricia Scarborough**  
Retired

**Reginald Hardee**  
Florida's Turnpike Enterprise

## Low Income Elected District II – City of St Cloud

**Tom Dorsey**  
Osceola Memory Gardens

**Annette Fender**  
Pat's Pump & Blower

**Rick Fiechter**  
Pastor, Connection Church

## Low Income Elected District III – Osceola County

**Don Shearer**  
Retired

**Richard Jennings**  
Retired

**Roenea Dixon Dean**  
Retired

## Community Support

**Fred Cumbie**, Legal Advisor  
Overstreet, Miles, Cumbie, &  
Finknbinder, P.A.

**Cliff Blanchard**  
Prescriptions Unlimited

**Donna Sines**  
Community Vision, Inc.

**Judy Moore**  
Travel Consultant, St Cloud Travel

**Kathy Pierson**  
Kathy Pierson Communications

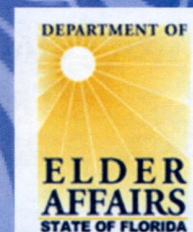
**Mary Carr**  
MarCares

**Steve Lackey**  
City of Kissimmee Parks & Recreation

**Sterling C. Blake**  
Sterling Silverscape & Sod, Inc.

BOD as of 05/01/18

## Our Funders



700 Generation Point  
Kissimmee, FL 34744

[info@osceola-coa.com](mailto:info@osceola-coa.com)  
[www.osceolagenerations.org](http://www.osceolagenerations.org)

Ph 407-846-8532  
Fax 407-846-8550





**Local Law Enforcement  
serving our seniors  
and keeping our community safe.**





700 Generation Point  
Kissimmee, FL 34744

Ph 407-846-8532  
Fax 407-846-8550

Email  
[info@osceola-coa.com](mailto:info@osceola-coa.com)

Web Site  
[www.osceolagenerations.org](http://www.osceolagenerations.org)

Facebook  
Osceola Council on Aging

Printing Sponsored by the Osceola County Sheriff's Office



Exhibit "C"  
Community Hope Center PowerPoint Presentation  
Item 2.A.





# ***Community Hope Center***

**A HOMELESS OUTREACH AND SELF-SUFFICIENCY CENTER**

**2198 Four Winds Blvd.**

**Kissimmee, FL 34746**

***\*Mile Marker 14 off of 192\****

**End Homelessness. Restore Hope.**



**#HOPE192**





# Our Mission

**To provide assistance to all those in need in our community. We secure a “no wrong door” policy and are committed to providing resources or referrals for those who are actively searching for assistance and who are ready to forge a path towards self-sufficiency.**

**End Homelessness. Restore Hope.**



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# Approach

***TRADITIONAL:*** If you are hungry, I will give you something to eat. If you are cold, I will give you something to make you warm.

This is wonderful and we do this, but we take it one step further.

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# Our Approach

**We focus on the long term, not just today. We want to give knowledge and tools and resources along with the tangible needs. Our goal is to be in the passenger seat while the client is the driver on the road to self-sufficiency.**

**End Homelessness. Restore Hope.**



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## ***How we've helped***

**Heartbeats Helped • 25,000+**

**Including:**

**Heartbeats Housed • 1,058**

**Heartbeats Fed • 10,342**

**Heartbeats Clothed • 13,966**

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# *Family Advocacy Program*

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# ***Family Advocacy Program***

**Households receive individual attention and guidance from a  
Family Advocate who provides:**

**Case Management Services**

**Help in locating local resources to bring stability**

**Employment assistance and household budgeting assistance**

**Connection to resources and supports to prevent future crises**

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# What we provide

**Barriers Assessment (Qualification)**

**Budgeting**

**Life Skills**

**Long-term Case Plan & Advocacy**

**Prayer & Pastoral Care**

**Vocational Specialist**

**Wrap Around Services**

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# ***Family Advocacy Program***

**The Self-Sufficiency Program is more like a relationship than a traditional Case Management Program. We're going to sit down and access your situation, then connect you with the resources and programs in the area that are available. Families meet one-on-one with a trusted, compassionate professional who can guide them into stability. Advocates work intensely with households to create a plan for the family to stabilize and thrive. The self-sufficiency program helps you meet your goals by identifying and removing your barriers**

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# *Chronic Outreach and Navigation Program*

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# ***Chronic Outreach and Navigation Program***

**This program works with Literally and Chronically homeless individuals.**

**The goal is to help navigate these individuals through the system in order to connect them to Federally funded CoC (Continuum of Care) Housing Programs**

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# ***Rapid Re-Housing Program***

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# ***Rapid Re-Housing Program***

**This program works with literally homeless families.**

**The goal is to quickly connect them to housing with a short-term rental subsidy. The case manager works with the household to find stability and work toward being able to sustain there housing.**

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# Agency Partnerships

**Bridge Housing Programs**  
**Career Source Services**  
**Domestic Violence Advocacy**  
**Food Stamp Assistance**  
**Free GED Testing &  
Coursework**  
**Homeless Youth Services**

**Housing Assistance**  
**Mental Health  
Services**  
**Pregnancy Resources**  
**Substance Abuse & Counseling**  
**Various Legal Services**  
**Veteran's Services**

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# 60+ Partner Agencies

Access Community Center  
ACCESS Florida  
Adapt Behavioral Services  
ALCO  
Arab American Community Center  
Aspire - Family Enhancement  
Behavioral Support Services, Inc.  
Bethany Christian Services

Bridges Community Support Services  
Capital Good Fund  
Career Source Central Florida  
Caribbean Community Connection  
Carrousel Therapy & BHS  
Celebration SDA Church  
CAAIRE For Youth  
Children's Home Society  
City of Kissimmee

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# 60+ Partner Agencies

Clarita's House

Community Based Care

CLS of Mid. FL

Community Presbyterian Church

Community Vision Project OPEN

St. Vincent de Paul

Covenant House Florida

Council On Aging

Fighting for our Heroes Foundation

First Baptist of St. Cloud

First Christian Church

Florida Rights Restoration Coalition

Florida Technical College Haircuts  
for Hope

First UMC Kissimmee

Green Vistas

Help NOW of Osceola, Inc.

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# 60+ Partner Agencies

**HOME**

**IDignity Orlando**

**Illuminate Church**

**IMPOWER**

**Keylife Concepts**

**La Casa De Dona Plena!**

**Legal Aid Society of Orange Co.**

**Miraculous Foundation, Inc.**

**National Alliance on Mental Illness**

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# IIDignity OSCEOLA

Restoring dignity and hope by providing identification.

**End Homelessness. Restore Hope.**



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# IDignity Impact

**Total Clients Served • 1530**

**Total IDs/Licenses • 681**

**Total FL Birth Certificates • 170**

**Total Out of State Birth Certificates • 293**

**Total SS Cards • 360**

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# 1530 Clients Served







*What Need the funding serves?*

End Homelessness. Restore Hope.



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## ***What Need the funding serves?***

**CDBG grant funds 1 of only 2 full-time Chronic  
Outreach/Navigation staff in Kissimmee**

**Total served: 237**

**Total Housed: 30 (3 so far this grant cycle)**

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## ***What Need the funding serves?***

**CoK Social Services funding helps with the staffing of the Family Advocate Program. It allows CHC to continue serve those that do not fit into a specific granted program**

**9,000+ heartbeats were served walking through the doors of the CHC in 2018**

**End Homelessness. Restore Hope.**



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## ***How we've helped***

**Heartbeats Helped • 25,000+**

**Including:**

**Heartbeats Housed • 1,058**

**Heartbeats Fed • 10,342**

**Heartbeats Clothed • 13,966**

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***What Need the funding serves?***

**More flexibility for our clients.**

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## *Major Challenges Ahead*

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## ***Major challenges***

### **Government Shutdown –**

**Potential that SNAP benefits could be put on hold for millions of Americans soon**

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# ***Major challenges***

**Affordable and Flexible Housing**

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**Thank you for your time.**

**End Homelessness. Restore Hope.**



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Exhibit "D"  
Park Place Behavioral Annual Report  
Item 2.A.

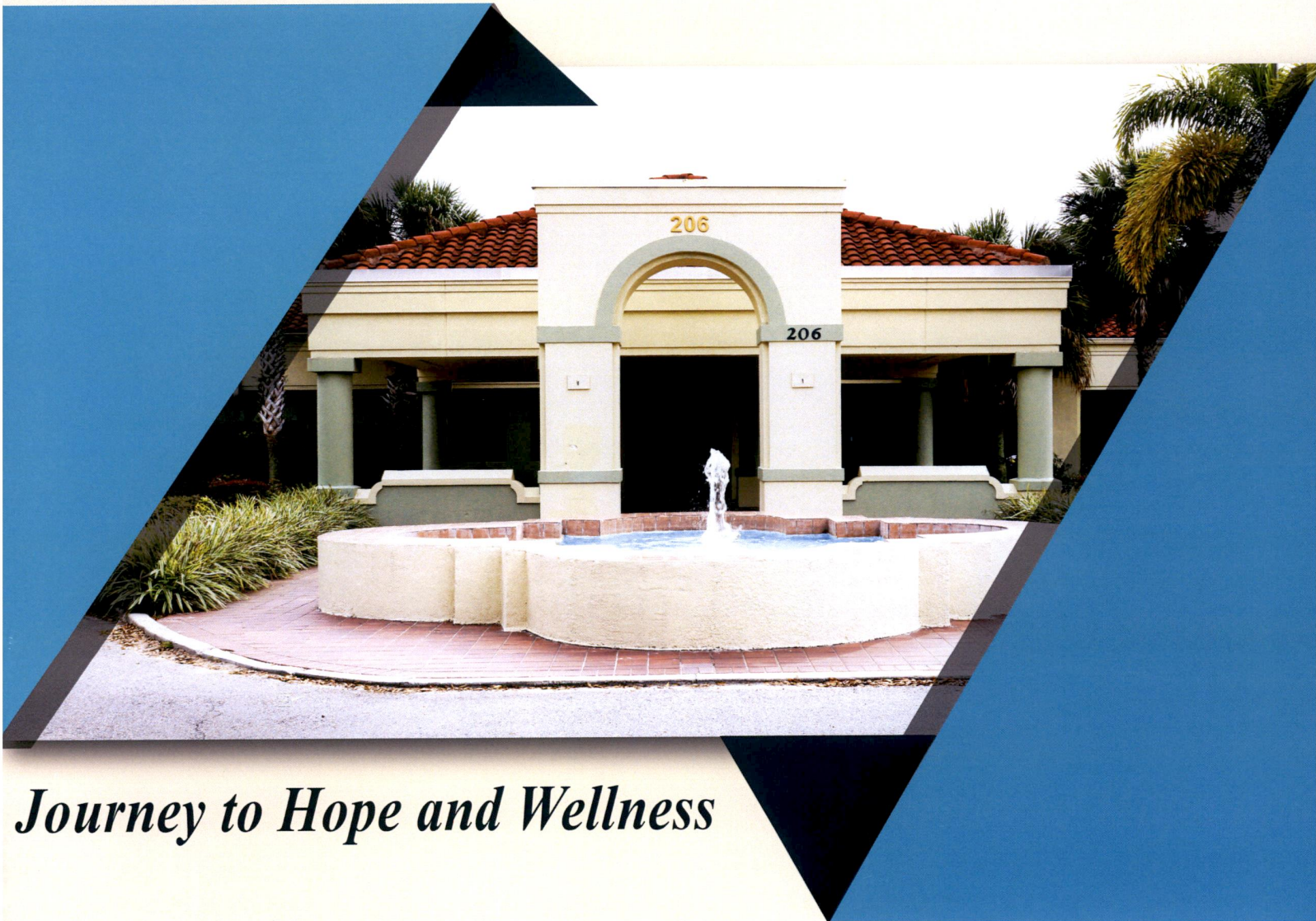


Exhibit "D"  
1/15/2019

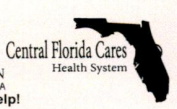


**PARK PLACE**  
BEHAVIORAL HEALTH CARE

# Annual Report



*Journey to Hope and Wellness*





# **MENTAL HEALTH AND SUBSTANCE USE PROGRAMS**

## **OUTPATIENT SERVICES**

### **Outpatient Access Center**

The Access Center is the point of entry into Park Place Behavioral Health Care (PPBH). Individuals are assessed and linked to needed treatments.

### **Adult and Children Outpatient Services**

Program services provide individuals with comprehensive psychiatric and psychological services in order to alleviate symptoms of psychological distress, addiction, and improve quality of life. Counseling and medication management is available for adults with both substance use and mental health disorders. Experienced, caring clinical staff provide treatment for children and adults.

### **Case Management**

Case management services are offered to adults and children with mental illness who are in need of on-going support and guidance, helping them gain access to the community-based services they need.

### **Psychosocial Rehabilitation Program**

This program is a comprehensive recovery based program that serves adults diagnosed with severe and persistent mental illness. The program provides group and individual therapy in a structured environment to promote stability, independence, and emotional growth through the development of life like skills, self-awareness, and adherence to treatment for the reintegration into community life. PSR operates Monday through Friday with morning or afternoon sessions. Breakfast and/or lunch is provided.

### **Adult Substance Use Partial Hospitalization Program/ Intensive Outpatient**

Substance Use Disorder Intensive Outpatient and Partial Hospitalization programs provide structured therapeutic and educational services to those individuals experiencing a substance use disorder. The goals of the program are to improve our patients' quality of life by promoting abstinence, reducing relapses, and facilitating integration into the community and workforce.

## **INPATIENT SERVICES**

### **Access Center**

The Access Center is the 24 hours a day, 7 days a week point of entry into Park Place Behavioral Health Care. Individuals are assessed and linked to needed services.

### **Adult and Children Crisis Stabilization Unit (CSU)**

PPBH is a Baker Act receiving facility that provides acute care services on a 24-hours, 7-days a week, for those ages 7 and

up, who are experiencing a crisis. Crisis support is provided for any person who may be in danger of harming themselves or others with 30 adult bed unit and 20 children beds.

### **Detox**

Residential Detox is a 10 bed unit which provides stabilization of withdrawal symptoms in a safe and comfortable manner while engaging the individual in ongoing treatment to ensure maintenance of recovery.

Substances treated through the detoxification program are sedative hypnotics alcohol, benzodiazepines, barbiturates, and opioids (both heroin and prescription narcotics).

### **Adult Substance Use Partial Hospitalization Program With Room and Board**

Substance Use Disorder Partial Hospitalization programs provide structured therapeutic and educational services to those individuals who are suffering from severe substance use disorder. The goals of the program are to improve our patients' quality of life by promoting abstinence, reducing relapses, and facilitating integration into the community and workforce. The room and board option provides a safe living environment.

## **ADULT RESIDENTIAL PROGRAMS**

### **Adult Mental Health Residential Program**

This program offers a supportive and supervised environment to adults with mental illness. Emphasis is on developing skills necessary for living independently in the community.

### **Adult Substance Use Disorder Short Term Residential**

An intensive inpatient treatment program for clients with substance addictions who are not in need of detoxification. The program provides broad-based psycho-education and counseling on the cycle of addiction, relapse prevention, and

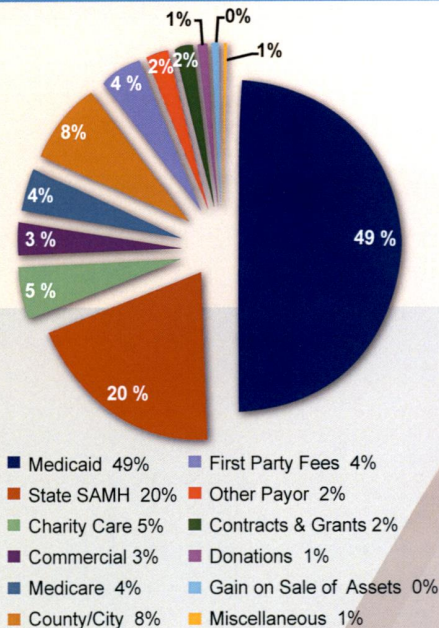
the stages of change needed to maintain long term abstinence or recovery, and may include medication management. An emphasis is placed on transitioning the patient back to the community and family life.

### **Adult Substance Use Long Term Residential**

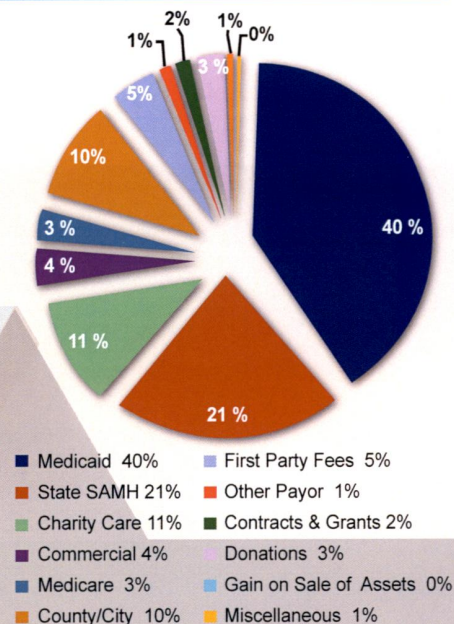
A program for substance disorder clients that require long term treatment up to one year. Its focus is to find clients employment and transition them back into the community.



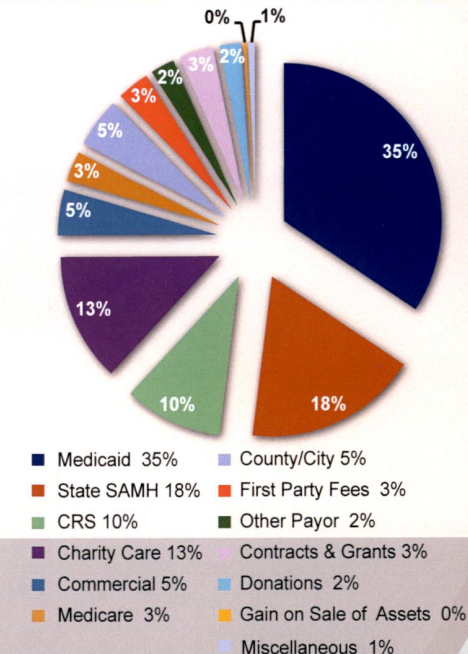
**Payor Mix**  
From 07/01/2014 Through 06/30/2015



**Payor Mix**  
From 07/01/2015 Through 6/30/2016



**Payor Mix**  
From 07/01/2016 Through 6/30/2017



## Summary Service Info by Cost Center

| <b>Program</b>                              | <b>From: 7/1/2014<br/>To: 6/30/2015<br/>Ser. Count</b> | <b>From: 7/1/2015<br/>To: 6/30/2016<br/>Ser. Count</b> | <b>From: 7/1/2016<br/>To: 6/30/2017<br/>Ser. Count</b> |
|---------------------------------------------|--------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------|
| Access Inpatient                            | 1755                                                   | 1669                                                   | 2708                                                   |
| Access Outpatient                           | 3680                                                   | 4063                                                   | 4325                                                   |
| Addictions Receiving Facility               | -                                                      | -                                                      | 3732                                                   |
| Adult Outpatient Medical                    | 35272                                                  | 36772                                                  | 43094                                                  |
| Adult Outpatient Therapy                    | 9971                                                   | 9888                                                   | 14976                                                  |
| ASA Intervention Drug Court Case Management | 3949                                                   | 9012                                                   | 7192                                                   |
| Case Management - Adult                     | 12842                                                  | 13507                                                  | 16626                                                  |
| Case Management - Child                     | 7976                                                   | 8966                                                   | 8995                                                   |
| Child Outpatient Medical                    | 15129                                                  | 14921                                                  | 16651                                                  |
| Child Outpatient Therapy                    | 17676                                                  | 18003                                                  | 17959                                                  |
| Children's Access Crisis                    | 564                                                    | 837                                                    | 1047                                                   |
| Children's Crisis Stabilization Unit        | 2625                                                   | 3239                                                   | 7768                                                   |
| Children's Substance Abuse Intervention     | 247                                                    | 258                                                    | 23                                                     |
| Crisis Stabilization Unit                   | 7195                                                   | 7907                                                   | 17216                                                  |
| Detox-Withdrawal Management                 | 126                                                    | 305                                                    | 4506                                                   |
| Psychosocial Rehabilitation                 | 19379                                                  | 15991                                                  | 13300                                                  |
| Residential level I - Substance Abuse       | 1729                                                   | 2330                                                   | 14275                                                  |
| Residential Level II Mental Health          | 4896                                                   | 4981                                                   | 5409                                                   |
| Residential Level IV Substance Abuse        | 2348                                                   | 2726                                                   | 4352                                                   |
| Substance Abuse IOP                         | 433                                                    | 845                                                    | 1786                                                   |
| Substance Abuse Outpatient Therapy          | 4353                                                   | 4783                                                   | 4450                                                   |
| Substance Abuse PHP                         | 113                                                    | 347                                                    | 191                                                    |
| Transportation                              | 29121                                                  | 15268                                                  | 4190                                                   |
| Triage Unit                                 | -                                                      | 50                                                     | -                                                      |
| <b>Total Service Count:</b>                 | <b>182,636</b>                                         | <b>176,668</b>                                         | <b>214,794</b>                                         |



## **FISCAL HIGHLIGHTS**

Park Place serves as the entry point to the Central Receiving System (CRS) for Osceola County, Florida. As the CRS, Park Place provides law enforcement rapid access to mental health crisis and detoxification services. As the CRS, Park Place links those brought to us in crisis with appropriate services either at Park Place or another community agency.

Park Place, in partnership with Osceola Community Health Services, provides individuals who are interested with primary care services. Park Place serves as the health care home for those enrolled in our integrated health care program and so can receive their mental health, primary care, and health promotion services in a single location. Our partnership with Osceola Community Health Services provides those we serve with access to services available through the Federally Qualified Health Services improving access to specialty care and other support.

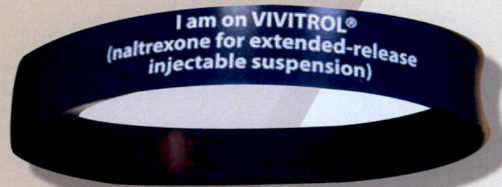
The City of Kissimmee once again supported our long term Residential Substance Use Disorders program allowing the program to continue to serve a population of individuals who have lost everything due to their substance use. This program focuses on enabling individuals to regain recovery and become an active member of the community.

Park Place in partnership receive funding from Florida Hospital for two additional beds so that individuals who were in a mental health crisis could be transferred from emergency rooms in the region to our Crisis Stabilization Unit and Children's Crisis Stabilization Unit for appropriate behavioral health care and follow up.

## **GROWING NATIONAL DRUG ABUSE EPIDEMIC AND RESPONSE**

According to the Florida Medical Examiners Commission's report in 2015, Orange and Osceola counties in Florida had the highest number of Fentanyl and Morphine related deaths in the state and ranked just second in deaths from heroin and cocaine compared with other areas in Florida.

In response to the demand for services, Park Place, offers the Medication Assisted Treatment approved for Opioid Dependence, Vivitrol®. Vivitrol is a 30 day, long acting injectable which blocks the receptor site for opioids, blocking any drug effect. Individuals who have a history of opioid dependence are also provided with a coupon for Intra-nasal Narcan to aid someone in the case of an overdose.



## **PULSE NIGHTCLUB SHOOTING AND RESPONSE:**

On Sunday, June 12, 2016 the PULSE Nightclub shooting rocked Central Florida. Park Place staff responded immediately after the PULSE shooting, sending bilingual staff to Camping World Stadium to provide therapeutic, crisis support for the survivors, their friends and family, the community and first responders. When it became clear there was a need for a support group in Kissimmee for the survivors of the PULSE shooting and their family and friends PPBH began offering support groups and identifying the therapeutic needs of those impacted. In addition, we provide outpatient services utilizing bi-lingual staff to ensure those we serve are able to receive the services that they need in the language most comfortable to them. We will continue to provide services for those interested until they are no longer needed.

### **Support group activities include:**

- Information and referral information
- Assistance with form completion for the Victim's Compensation Program established after the shooting.
- Family education and support.
- Open discussion
- Symptom and coping skill development
- Registration for therapeutic services if needed.
- Light refreshments



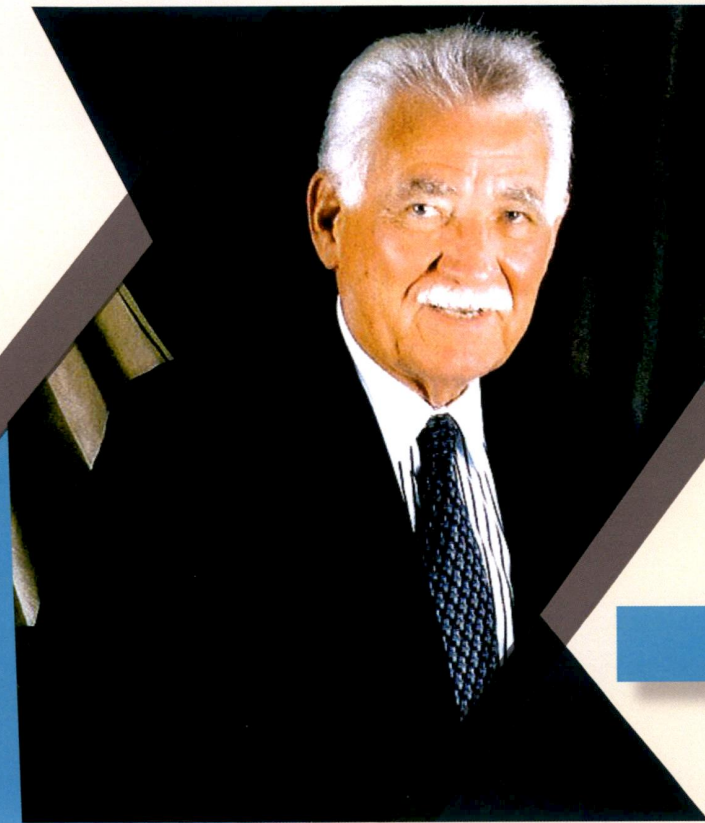
**#Orlando Strong**  
June 12th, 2016



# MESSAGE TO OUR COMMUNITY

2017 marked the completion of my 15th year as President and CEO of Park Place Behavioral Health Care. This assignment has been the most rewarding work experience of my life. I have been involved in the health care industry as an Administrator for over 50 years and Park Place has given me and our dedicated staff the opportunity to make a real difference in the lives of the people of this community.

When I started here in 2002 we had 100 employees and we have grown to over 300 full time employees, significantly contributing to the economic growth of our community. Central to this growth was the opening of our state of the art crisis stabilization unit with an increase of 20 CSU beds. We also opened a detoxification unit and expanded our short and longterm residential substance use disorder programs. This expansion enhances the effectiveness of our State and County approved Central Receiving System. We are one of the leaders in medication assisted treatment with the use of Vivitrol, the newest approach to the treatment of people with an opioid use disorder.



JIM SHANKS  
President

Our Goals for this upcoming year include an emphasis on coordination of care recovery oriented services, program growth, and integrating primary medical care with our behavioral health services. We serve a large number of those who are uninsured or underinsured. Our Board of Directors, because of their strong commitment to this community, has instructed me to continue this practice as long as we can remain financially viable. We have never refused an admission to our crisis stabilization unit.

Osceola County is a wonderful community in which to live and work and we are proud of our place in meeting the needs of its citizens.

Respectfully submitted,

*James A. Shanks*, President & CEO



# BOARD OF DIRECTORS

**Stefania Jancewicz**  
BOARD CHAIRPERSON

**Jorge Bonilla**  
VICE CHAIRPERSON

**Marcia Tompkins**  
SECRETARY

**Steve Ivins**  
**Jared Dorn**

**Ingrid Figueroa**  
**Shara Lee**

**Carlos Vega, Esq.**  
**Russell Gibson**

**Fran Rinehart**  
**Gustavo Torres**

**Jeffrey O'Dell**  
**Bryan Holt, Chief**

**Margaret Waller**  
**Anna Pinellas**

## MISSION

To improve the quality of life and promote wellness and recovery for those we serve.

### *Values*

- We put the needs and well-being of our customers first.
- We honor the voices and strengths of our clients.
- We care, finding ways to listen and respond.
- We recognize and respect that there is a need for information at all levels.
- We are driven to conduct ourselves in an open, ethical and honest manner.
- We strive for excellence in all that we do.
- We pursue growth and embrace change.
- We will adapt to the changing needs of our clients and community.
- We work as a team to accomplish our mission.



**KISSIMMEE OUTPATIENT SERVICES**  
200 Park Place Blvd.  
Kissimmee, FL 34741

**MAIN CAMPUS  
& CRISIS STABILIZATION UNIT**  
206 Park Place Blvd.,  
Kissimmee, FL 34741

**POINCIANA OUTPATIENT SERVICES**  
2940 Pleasant Hill Road,  
Kissimmee, FL 34746



## **Park Place Behavioral Health Care**

### **Mission**

To improve the quality of life and promote wellness and recovery for those we serve.

### **Facts**

- Park Place has been serving Osceola County for 43 years
- Largest Behavioral Health Provider located entirely in Osceola County
  - Offices in Kissimmee and Poinciana
- Approximately 320 employees reflective of the population we serve. Many of our staff are bilingual, with 12 different languages represented.
- 11,000 individuals, one third are children although this is increasing.
- Largest School Based Provider

### **Core services**

#### **1. Crisis Services:**

- a. We are the designated point of entry to the Osceola County Central Receiving System of Care in the county. Our Inpatient Access Center allows law enforcement and emergency responders the ability to drop off an individual who is experiencing a behavioral health crisis for assessment and referral.
- b. Adult and Children's Crisis Stabilization Units
  - i. We are one of two Baker Act Receiving Facilities in the County
  - ii. 30 bed adult and 20 bed Children's units for individuals who are in a behavioral health crisis and a threat to themselves or others due to their mental health status.
- c. Detoxification
  - i. We provide withdrawal management services for those who are in withdrawal from alcohol, benzodiazepines, opioids, or other substances which require detoxification services.

#### **2. Mental Health Services and Substance Use Disorder Services**

- a. Co-occurring services: We recognize that substance use disorders and mental health disorders often occur together. Our program staff are trained to recognize both mental health and substance use disorders and can address those who may be dealing with more than one issue.
- b. Outpatient Services
  - i. Outpatient Medical: Provides Psychiatric Care and Medication Management for those with behavioral health diagnosis. Services are provided by both Board Certified Psychiatrists and Advance Practice Registered Nurses.
  - ii. Outpatient Therapy: Individual and group therapy is provided for mental health and substance use disorders. Children and Adult services are available in Mental Health and Adult is available for substance.



- iii. Case Management – Adult and children can receive support through case management. Community based services coordination and referral, PATH for those who are homeless, and Care Coordination for individuals who use multiple high end services, Crisis, Detoxification, Emergency Room, or Corrections.
  - iv. Specialty Court Involvement: Provide Case Management and therapy for those involved with Mental Health Court and Drug Court
  - v. Peer Recovery Support – Support for individuals who we serve in navigating the system of care, ensure formal and informal supports are in place for success. Pilot of an ED Diversion program with Adventist Health Kissimmee.
  - vi. Outpatient ACCESS provides assessment and identifies care needs for those seeking mental health services.
  - vii. Medication Assisted Therapy: Medication assisted therapy is available for those who are alcohol or opioid dependent. At this time, Park Place Behavioral Health Care uses Vivitrol, which blocks the effects of an opioid/narcotic medication or drug, and diminishes craving for opioids and alcohol, decreasing the risk of relapse.
  - viii. Psych-social Rehabilitation: PSR serves individuals who have Serious Mental Illness. Individuals participating in PSR receive therapeutic support, social rehabilitation to build skills needed to be successful in community. Participants receive breakfast and lunch or lunch and a snack.
- c. Residential Services
- i. Residential Level 1: Short term substance use residential program for those with substance use disorders who benefit from an inpatient stay. Lengths of stay vary from 7 to 35 days.
  - ii. Residential Level II: Residential level 2 is a long term mental health residential program for those with serious mental illness who are learning for the first time, or re-learning how to care for themselves. This structured environment provides the support needed for those served to be successful. All Res II clients participate in PSR as well.
  - iii. Residential Level IV: Residential level 4 is a long term substance use disorder program that enables individual an opportunity to practice recovery skills while they are rebuilding the pieces of their lives lost to substance use. Individuals in the program are provided therapy, engage in self-help groups and other pro social activities, begin working and rebuilding their relationships. Three to four beds in this residential program are funded by the City of Kissimmee.
- d. Primary Care: Park Place Behavioral Health Care offers primary care services through a Federal grant to those who seek mental health services with us. This integrated care/ allows individuals to pay attention to both their physical and mental wellbeing. Our primary care services are provided in partnership with Osceola Community Health Services. Park Place is beginning the process of applying to become a Federally Qualified Health Service Look-alike so that we can continue to provide primary care to those we serve once the federal funding period is over.

What need the city funding serves in Kissimmee/countywide?



Residential Level IV is a transitional living program for adult men and women who are indigent and homeless and have a substance use disorder with or without a co-occurring mental illness. Individuals in residential level four may or may not have legal history but all of the individuals are homeless and are working to re-enter the community from incarceration, a short-term residential treatment program, or failed outpatient program. The program is voluntary, although some of those served may be court-ordered to complete the program with success in order to avoid sentencing.

Residential Level IV is not simply housing, Res IV is a longer term, moderate intensity level of residential care for individuals in treatment for a substance use disorder. Res IV is generally an intermediate level of care for those leaving inpatient, short-term residential or partial hospital levels of care. It is used to bridge the gap between high intensity treatment where the individual has a high level of structure and therapeutic support and low intensity levels of care where the individual is back in community with no supervision such as routine outpatient services or community 12 step meetings.

Res IV provides increased structure for participants who are struggling to re-establish themselves in community by providing housing, increased supervision, structure, and connectedness to a therapeutic community and interventions that are designed to reinforce recovery and resiliency skills for the individual.

Major challenges that currently exist or are on the horizon

There is a major paradigm shift in behavioral health care at this time. The major shifts are:

- Integrated Behavioral Health and Primary Care: Value based care and accountable care models support the integration of physical health and behavioral health care. Individuals who experience serious mental illnesses die 25 years earlier on average than those without. Individuals do not die because of their mental health illness, but rather due to the lack of preventative physical care that many of us take for granted. All too often those we serve are so busy focusing on their mental wellbeing that their physical health care needs and self-care is neglected.
- Telehealth and Telemedicine; In this age of rapidly changing technology, and a population that is more comfortable using technology, it only makes sense that behavioral health care would follow. The shortage of Mental Health professionals across the country makes the use of telehealth a more practical option for a percentage of our service providers. Park Place offers telehealth services for psychiatric care and therapy for the people we serve if they are interested.



Exhibit "E"  
Help Now of Osceola Hand-out  
Item 2.A.



Exhibit "E"  
1/15/2019



## **Help Now of Osceola, Inc.**

Domestic Violence Shelter ~ Advocacy ~ Case Management  
Community Education ~ Counseling ~ Legal Advocacy ~ Prevention

### **Mission Statement:**

Help Now of Osceola, Inc. provides safe shelter and empowers survivors of domestic and sexual violence through counseling and advocacy while promoting violence free living through community awareness.

### **Agency Background:**

Help Now of Osceola is the certified domestic violence center serving Osceola County for 35 years. As one of the 42 state certified centers, Help Now is able to offer services for survivors that are protected under Florida statutes intended to protect safety and confidentiality of survivors. All staff members are specially trained to meet the standards set by the state as experts in the field of domestic violence.

### **Last Fiscal Year Overview:**

- Provided services for over 10,000 individuals in Osceola County
- Provided 1595 participants with \$39,352 of supportive services including bus passes, vehicle repairs, gas cards, medication assistance, taxi, child care, rental assistance and car insurance, utility assistance, and food.
- Provided over 22,000 bed nights of safe shelter for survivors with safety concerns
- Provided court advocacy and representation for 2,608 survivors seeking injunctions
- Provided prevention education for more than 6,000 students

### **Services Offered:**

- 52 bed safe shelter
- 24 Hour Crisis Hotline
- Safety Planning for every survivor
- Court Services
- Outreach Counseling
- Child Welfare Project
- Abuse in Later Life Project
- Economic Empowerment Project
- Prevention Programming
- Community Education and Awareness

### **City of Kissimmee Funding:**

Provided support for shelter operations including safety resources, appropriate staffing levels and crisis line operation.



Exhibit "F"  
Home/Aspire Health Services Hand-out  
Item 2.A.





924 Determination Way; Kissimmee, Florida 34741

Presentation to:

# City of Kissimmee



Presented January 8, 2019  
Babette Hankey, President & CEO  
Kyra Lynch, H.O.M.E. Program Director



## **Mission Statement**

Aspire Health Partners is committed to providing individuals and families of Central Florida with compassionate, comprehensive and cost effective behavioral health care services that lead to successful living and healthy, responsible lifestyles.

Aspire Health Partners offers the highest quality of services at the most reasonable cost by developing relationships with appropriate partners.

Aspire Health Partners respects the dignity of the people we serve and those with whom we work. Our core values ensure the highest level of customer service within the company, the community and those we serve.

## **Vision**

Saving Lives. Transforming Communities. Changing the World.

## **Core Values**

**Integrity   Accountability   Teamwork   Diversity   Innovation**

### **Aspire Values:**

- The worth of each individual.
- The ability for each individual to improve.
- The needs of the whole person.
- The need for respect and dignity of each individual.

### **Aspire Believes:**

- We will be flexible and dynamic.
- We will reflect the makeup and needs of the communities we serve.
- We will maximize resources by developing partnerships within the community,
- We will assume a leadership role in the development and implementation of science based programs.



## **Core Services**

### **Full Continuum of Behavioral Healthcare Services**

- Prevention
- Intervention, and
- Treatment services

### **We Serve Children, Adolescents and Adults:**

- Mental Health, Substance Use and Co-occurring Disorders;
- HIV/AIDS and Hepatitis Spectrum Disease;
- Homelessness; and
- Juvenile Delinquency.

### **Service Components Include:**

- Community and School-Based Prevention and Intervention services;
- Inpatient, Outpatient and Residential Treatment;
- Detoxification and Crisis Stabilization; and
- Transitional/Bridge Housing and Homeless Support services.

### **Each Year Aspire Health Partners**

- Serves more than **35,000** Individuals
- Provides more than **1,000,000** Unique Services
  - 93,909 Inpatient Services
  - 178,288 Residential Services
  - 515,666 Outpatient Services
  - 49,348 Prevention Services
  - 207,067 Bed Days
    - 74,535 Inpatient Bed Days
    - 132,532 Residential Bed Days



## **CITY OF KISSIMMEE SOCIAL SERVICES FUNDING**

FY 2018 – 2019 Aspire Health Partners – H.O.M.E. Program: \$40,000

- Total Program Budget for FY 2018 – 2019: \$477,512

Supports the operational costs associated with providing bridge housing and supportive services to homeless women and their children.

- Utilities;
- Staff Support;
- Residential Housing Supplies;
- Building/Facility Maintenance;
- Insurance; and
- Other Related Operational Costs

### **What need does City of Kissimmee funding serve?**

- 2,053 individuals homeless in Central Florida
    - 11% (266) in Osceola County
      - 32% families – (14% across the region)
      - 37% children – (23% across the region)
- (2018 Point-In-Time Count)
- ❖ Does not include families and individuals:
    - living in rent-by-the-week motels
    - “sofa surfing” — staying with friends and relatives
  - 3,500 school age children homeless in Osceola County
- (School District of Osceola County)

### **Homelessness Causal Factors**

#### **Economic Stress**

- Orlando Metropolitan Statistical Area (MSA)
  - Lowest median wage of any major metro area in the country.
  - Only community where the majority of jobs pay less than \$30,000 a year
    - 40% pay less than \$25,000

(U.S. Bureau of Labor Statistics)



- Large ALICE population
    - (Asset-Limited, Income-Constrained, and Employed)
    - Earn more than the federal poverty level but cannot afford basic necessities.
    - Minimum needed to subsist in Central Florida:
      - \$20,736 for a single person
      - \$54,573 for a family of four.
- (United Way of Florida & Bureau of Labor Statistics)

### Lack of Affordable Housing

- Orlando MSA is third worse in the Nation for housing options for low-income residents.
    - Average of 17 affordable rental units for every 100 extremely low-income renters
      - Annual incomes of less than \$18,000
    - 1 of every 3 households are Cost-Burdened
      - Spend more than 30% of their income on housing.
    - Among extremely low-income renter households, 84% are Severely Cost-Burdened
      - Spend more than 50% of household income on housing.
- (National Low Income Housing Coalition)
- ❖ Those fortunate enough to secure housing are at-risk of becoming homeless because their budgets cannot support unplanned expenses. Car repairs and health care emergencies can plunge working families over the edge into poverty and financial chaos.

### Behavioral Health Disorders

- 44% of homeless individuals have an identified behavioral health issue as a contributing cause to their homelessness.
  - 17% are Severely Mentally Ill;
  - 7.5% are Chronic Substance Abusers; and
  - 8% are victims of Domestic Violence/Trauma





## **Mission Statement**

Break the cycle of homelessness in Osceola County.

## **Core Services**

### **H.O.M.E Lite**

- Outreach, Intake, and Information and Referral
- Case Management
  - Brief Screening for Housing Needs
  - Life Skills Training
  - Referral and access assistance for Medicaid, Food Stamps, etc.

### **H.O.M.E Bridge Housing**

- 16 Apartment Units for Homeless Families
- Life Skills Training
- Counseling
- Prevention/Intervention Services for Kids
- Intensive Case Management
  - Consumer Eligibility Assessment
  - Evaluation of Individual Income and Resources
  - Individualized Housing Plan of Care



- Coordination and Linkage to overlay services
- Referral and access assistance to the local, state and federal Service Delivery System
- Transition into permanent housing or other housing supports
- Childcare Assistance Referrals
- Assessment, Referral, and Navigation in Coordinated Entry System

### **Clients Served**

- In FY 2017 - 2018 the H.O.M.E. Program served 522 Homeless Families
  - 522 received Screening, Prevention and Referral Services
  - 63 received Housing Services
  - 90% of families that exited in 2018 exited into permanent housing
  - 78% of families served were homeless at the time of admission
  - 53% identified themselves as City of Kissimmee residents prior to becoming homeless.



| Aspire Heath Partners – HOME Bridge Housing Program<br>FY 2017 - 2018 |             |                       |             | 10/1/17 – 9/30/18<br>N = 63 |
|-----------------------------------------------------------------------|-------------|-----------------------|-------------|-----------------------------|
| Age in Years                                                          | (#) Percent | County                | (#) Percent |                             |
| 15-24                                                                 | (13) 20.6%  | Osceola               | (45) 71.4%  |                             |
| 25-34                                                                 | (20) 31.8%  | Orange                | (18) 28.6%  |                             |
| 35-44                                                                 | (23) 36.5%  |                       |             |                             |
| 45-54                                                                 | (6) 9.5%    |                       |             |                             |
| 55+                                                                   | (1) 1.3%    |                       |             |                             |
| Client Race                                                           | (#) Percent | Client Ethnicity      | (#) Percent |                             |
| White/Caucasian                                                       | (15) 23.8%  | Puerto Rican          | (13) 20.6%  |                             |
| Black/African-American                                                | (13) 20.7%  | Other Hispanic        | (6) 9.5%    |                             |
| Other                                                                 | (6) 9.5%    | Spanish/Latino        | (5) 7.9%    |                             |
| Multi-Racial                                                          | (29) 46.0%  | None of the Above     | (18) 28.6%  |                             |
|                                                                       |             | Unknown               | (21) 33.3%  |                             |
| Employment Status                                                     | (#) Percent | Homeless Status       | (#) Percent |                             |
| Disabled                                                              | (5) 7.9%    | In A Homeless Shelter | (49) 77.8%  |                             |
| Full Time                                                             | (17) 27.0%  | Not Homeless          | (14) 22.2%  |                             |
| Part Time                                                             | (7) 11.1%   |                       |             |                             |
| Unemployed                                                            | (16) 25.4%  |                       |             |                             |
| Other                                                                 | (18) 28.6%  |                       |             |                             |

| Aspire Heath Partners – HOME Bridge Housing Program<br>FY 2018 - 2019 |             |                       |             | 10/1/18 – 12/31/18<br>N = 31 |
|-----------------------------------------------------------------------|-------------|-----------------------|-------------|------------------------------|
| Age in Years                                                          | (#) Percent | County                | (#) Percent |                              |
| 15-24                                                                 | (8) 25.8%   | Osceola               | (30) 96.8%  |                              |
| 25-34                                                                 | (3) 9.7%    | Orange                | (1) 3.2%    |                              |
| 35-44                                                                 | (17) 54.8%  |                       |             |                              |
| 45-54                                                                 | (2) 6.5%    |                       |             |                              |
| 55+                                                                   | (2) 1.3%    |                       |             |                              |
| Client Race                                                           | (#) Percent | Client Ethnicity      | (#) Percent |                              |
| White/Caucasian                                                       | (6) 19.4%   | Puerto Rican          | (8) 25.8%   |                              |
| Black/African-American                                                | (7) 22.6%   | Other Hispanic        | (5) 16.1%   |                              |
| Other                                                                 | (1) 6.4%    | Spanish/Latino        | (2) 9.7%    |                              |
| Multi-Racial                                                          | (16) 51.6%  | None of the Above     | (10) 32.3%  |                              |
|                                                                       |             | Unknown               | (5) 16.1%   |                              |
| Employment Status                                                     | (#) Percent | Homeless Status       | (#) Percent |                              |
| Disabled                                                              | (3) 6.4%    | In A Homeless Shelter | (24) 74.4%  |                              |
| Full Time                                                             | (10) 32.3%  | Not Homeless          | (7) 22.6%   |                              |
| Part Time                                                             | (4) 12.9%   |                       |             |                              |
| Unemployed                                                            | (10) 32.3%  |                       |             |                              |
| Other                                                                 | (5) 16.1%   |                       |             |                              |



## **Major challenges that currently exist or are on the horizon?**

- Lack of Affordable Housing
  - Orlando MSA among the lowest in housing options for low-income residents.
- Gainful Employment Opportunities
  - Orlando MSA - Lowest median wage in the country.
  - Family of 4 needs \$54,500 to subsist in Central Florida:
- Inadequate Public Transportation System
- Limited Childcare
- Opioid Crisis



Exhibit "G"  
Spreadsheets / Social Services  
Item 2.B.



Exhibit "G"  
1/08/2019  
Item 2B

## Social Services Funding Requests FY 2018-19

| AGENCY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Services Funded with City Funds                                                                                                                                                                                                                  | Approved<br>FY 2018/19 | Approved<br>FY 2017-18 | Approved<br>FY 2016-17 | Approved<br>FY 2015-16 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------|------------------------|------------------------|
| <b>Osceola Council on Aging</b><br>Program: Health Clinic (\$30,000): Secondary health care to low-income, uninsured, chronically ill residents of Osceola County.<br>Program: Nutritional Services (\$40,000): Provides supplemental commodities and fresh produce from local producers for emergency meal/food distribution programs (Congregate Meals, Meals on Wheels, Food Bank)<br>Program: Building Strong Families (\$30,000) : Provide case management and supportive services leading to housing stability (i.e.. Utility assistance, rent/mortgage assistance, health care, nutritional programs, financial education and counseling, etc. | Health Clinic: \$15,000 to fund salary of staff physician and \$15,000 for diagnostic testing of uninsured, low income patients                                                                                                                  | \$30,000.00            | \$30,000.00            | \$30,000.00            | \$30,000.00            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Nutrition Services: Food purchases for emergency meal and food distribution programs. Congregate meals; home delivered meals; food bank/pantry                                                                                                   | \$40,000.00            | \$40,000.00            | \$40,000.00            | \$40,000.00            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Building Healthy Families: Rapid rehousing services which may include security deposits first months rent utility deposits and services; emergency rent /mortgage and utility payments.                                                          | \$30,000.00            | \$30,000.00            | \$30,000.00            | \$30,000.00            |
| <b>Osceola Mental Health/ Park Place Behavioral Health Care</b><br>Program: Residence Level IV Adult Substance Abuse Services<br>Services: Transitional living program for adults who are indigent, homeless and have a substance use disorder with or without a co-occurring mental illness.                                                                                                                                                                                                                                                                                                                                                         | (4-5) beds in the residential level IV program for clients with chemical dependency- includes services and related cost                                                                                                                          | \$65,000.00            | \$65,000.00            | \$55,000.00            | \$72,518.00            |
| <b>Aspire Health Partners, Inc.</b><br>Program: HOME (Helping Others Make the Effort)<br>Transitional Housing for homeless women and children; counseling and referrals for off-site homelessness prevention                                                                                                                                                                                                                                                                                                                                                                                                                                          | Operational cost of providing bridge housing services to the residents of the HOME program. This includes: utilities, staff support, residential housing supplies, building facility maintenance, insurance, and other related operational costs | \$40,000.00            | \$40,000.00            | \$40,000.00            | \$40,000.00            |
| <b>Help Now of Osceola, Inc.</b> Program:<br>Domestic Violence Services<br>Serves the needs of domestic abuse survivors by operating a safe shelter facility, Outreach Center, direct client services, and community advocacy. Funding : Case Management Services at shelter facility and Maintenance expenses at shelter facility.                                                                                                                                                                                                                                                                                                                   | Case management services, maintenance expenses, hotline support.                                                                                                                                                                                 | \$45,000.00            | \$40,000.00            | \$42,500.00            | \$40,000.00            |
| <b>Community Hope Center</b> Serves as<br>hub where social services providers can co-locate to better provide services to those in need.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Case management/ Family advocacy support                                                                                                                                                                                                         | \$55,000.00            | \$30,200.00            | \$23,000.00            | \$38,482.00            |
| <b>Orlando Health/ Howard Phillips Center for Children &amp; Families</b><br>Program: Healing Tree<br>Program Services: Provides therapy/counseling for children and families of children who have been victims of child abuse/ sexual abuse.                                                                                                                                                                                                                                                                                                                                                                                                         | Specialized clinical assessments and ongoing therapeutic services provided by licensed mental health therapist and interns for child abuse victims and families                                                                                  | \$5,000.00             | \$8,000.00             | \$8,000.00             | \$8,000.00             |
| <b>The Children's Home Society of Florida</b><br>Program: Children in Need of Services/ Families in Need of Services (CINS/FINS)<br>Services: Counseling and case management program for ages 6-17 who are truant, ungovernable or runaway.                                                                                                                                                                                                                                                                                                                                                                                                           | Purchase a new psycho-educational curriculum; educational materials for loss and grief. Ages 6-17 who are runaways, truant, homeless or ungovernable                                                                                             | \$2,000.00             | \$2,000.00             | \$3,465.00             | 0.00                   |
| <b>Community Coordinated Care for Children, Inc. (4C)</b><br>Program: Head Start/ Early Head Start<br>Provides early learning programs, childcare assistance and supportive family services.                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Head Start Program- City funding provides match funding (20% non-federal share (NFS) match requirement will leverage \$32,000 in funding).                                                                                                       | \$8,000.00             | \$8,000.00             | \$8,000.00             | \$8,000.00             |
| <b>The Opportunity Center (Osceola ARC)</b><br>Program: Adult Day Training<br>Provides training to developmentally disabled adults.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | To hire art (\$900), music (\$1,200) and dance (\$1,500) instructors                                                                                                                                                                             | \$2,500.00             | \$2,500.00             | \$2,500.00             | \$5,000.00             |
| <b>City of Kissimmee- Homeless Services</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | City Homeless Services Funding: Funds will provide leveraging opportunity to access regional funding for housing the chronically homeless. Funding will be for services only. Agency to be determined.                                           |                        | \$8,000.00             | \$21,235.00            |                        |
| <b>New Birth Orlando Assemblies of God (Kissimmee)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | New Birth "A Place of Hope" - homeless services provided at location on Parnell Street- Food pantry, gap services                                                                                                                                | \$2,500.00             | \$5,000.00             |                        |                        |
| <b>Total</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                  | <b>\$325,000.00</b>    | \$308,700.00           | \$303,700.00           | \$325,000.00           |

Hope Center discussion \$70,200 --- Balance required of \$15,000 ; \$25,000 of Commission Contingency transferred from 2017-18

Increase based on transfer from QOL Cat. (\$3,700)  
Increase based on transfer from Commission Contingency. (\$25,000)



Exhibit "H"  
City Social Service Funding – List of Agencies  
Item 2.B.



Exhibit "H"  
2B 1/08/2019

| Orlando-Kissimmee-Sandford MSA | Population | Focus Area                                                                                                                                                                                                                                                                                                                                                       | Specifics to funding                                                                                                       | Budgeted Amount                          |
|--------------------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Kissimmee                      | 72,000     | Commission allocation- Social service programs that provide homeless services and/or homeless prevention services, family sustainability, domestic violence, support for seniors, hunger relief                                                                                                                                                                  | Budget request item that goes before the City Commission                                                                   | <del>\$375,000</del><br>\$350,000.00     |
| City of Winter Park            | 31,000     | Commission supported at historical level. Commission driven mini application                                                                                                                                                                                                                                                                                     | Budget request item that goes before the City Commission                                                                   | 1/4 of one percent of budget - \$345,000 |
| Altamonte Springs              | 45,000     |                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                            |                                          |
| Lakeland                       | 110,000    | Child care, drug abuse counseling/treatment, education program, fair housing counseling, health care, homeless citizen service, public safety service, recreation program, senior citizen service, special needs                                                                                                                                                 | Citizen Committee                                                                                                          | \$160,000.00                             |
| St. Petersburg                 | 260,000    | Social service programs that provide homeless services and/or homeless prevention services. Priority for funding: homeless families with minor or dependent children; unaccompanied youth; chronic homeless individuals; intensive support systems and services for permanent supportive housing; rapid rehousing of families/individuals; prevention/diversion. | Citizen Committee                                                                                                          | 455,800+ 400,000 rapid re-housing        |
| Orlando                        | 285,000    | Community investment program- Homeless program support, family sustainability, domestic violence, support for seniors, hunger relief                                                                                                                                                                                                                             | Committee of community leaders, city and county staff/ scoring matrix/ provide a funding recommendation the Mayor/council. | \$ 2.6M                                  |
| St. Cloud                      | 47,000     | Community Agency Program                                                                                                                                                                                                                                                                                                                                         | Commissioners allocate funding based on preference then it is averaged. Increase special event/ contingency fund \$15,000  | Utility tax fund \$135,000               |
| Apopka                         | 52,000     |                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                            |                                          |
| Osceola County                 | 352,000    | Social Services (application online)                                                                                                                                                                                                                                                                                                                             | Citizen Committee                                                                                                          | \$600,000.00                             |
| Melbourne                      | 82,000     | 2017-2018 Grants-in-Aid Program                                                                                                                                                                                                                                                                                                                                  | Citizen Committee                                                                                                          | \$60,000.00                              |
| Sanford                        | 59,000     |                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                            |                                          |
| Ocala                          | 59,000     |                                                                                                                                                                                                                                                                                                                                                                  | Citizen committee but being outsourced                                                                                     | \$135,000.00                             |
| Palm Bay                       | 110,000    | Only entitlement funds - Sponsorships through budget amendments                                                                                                                                                                                                                                                                                                  |                                                                                                                            |                                          |
| Deltona                        | 91,000     | Only entitlement                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                            |                                          |