Department of Family and Aging Services Division of Health and Social Services



About the Program

Health and Social Services is a division of the Department of Family and Aging Services, a department recently established as part of the Hillsborough County new transition plan.

The Division of Health and Social Services provides the initial assessment and eligibility determination of county residents for services provided by the Division of Health and Social Services. Assessments are made from a case management standpoint to include all pertinent factors to assist the client in achieving their greatest level of self-sufficiency by focusing on the holistic needs of the client. Case workers assist clients in becoming self-sufficient, obtaining a job or receiving training to obtain a better job so they can meet their goals. Financial assistance can be provided on a very limited basis to assist in crisis situations. Ongoing financial assistance is usually not provided to clients except those meeting specific departmental criteria.

The Division of Health and Social Services has five major intake offices, neighborhood Service Centers, each with satellite sites. In addition, the Division is responsible for the summer food program, Community Action program and the homeless Recovery program.

Hillsborough County Division of Health and Social Services



Our Mission

To improve the quality of life in Hillsborough County by promoting self-sufficiency through innovative, compassionate service delivery and effective partnerships



Our Vision

Building a thriving community by enabling families to reach their highest level of self-sufficiency.



Our Target Population

Low income, vulnerable residents of Hillsborough County requiring case management services to achieve their highest level of self-sufficiency



Funding Sources

Local

- Ad Valorem tax (Property tax)
- \(\frac{1}{2} \) Cent sales tax (funds Hillsborough County HealthCare Program)

Federal Grants

- CSBG (Community Services Block Grant Program)
- LIHEAP (Low Income Home Energy Assistance Program)
- **EHEAP** (Elderly Home Energy Assistance Program)
- ESG (Emergency Shelter Grant Program)
- HUD (Housing and Urban Development (Homeless Prevention and Rapid Rehousing)
- FEMA (Emergency Food and Shelter Program)

CSBG – ARRA Achievements

Hillsborough County received \$2.6M in CSBG American Recovery and Reinvestment Act (ARRA) funding to help low-income residents move towards self-sufficiency by developing partnerships and programs focusing on job creation, job retention, job training, health care and education. Between July 1, 2009 and September 30, 2010, the following number of households were assisted by these CSBG-ARRA funds:

Program Area:

-	Health Care (coverage for working clients to help retain job)	83
-	Transportation (rides to and from work or job training)	270
	Out of school care (supervised care)	1,250
•	Job training (skills training specific to industry)	252
-	Jobs created/retained (includes apprenticeships)	496
	Financial assistance (support services to stabilize family)	2,424

Neighborhood Service Centers

The Neighborhood Service Centers (NSC) sites are strategically and conveniently located in **five** geographic areas throughout the county. In addition, **one** satellite office has been established to provide increased access to service.

All centers have case managers on site who determine eligibility for Hillsborough HealthCare and financial assistance and provide case management supports. They also house and sponsor unique programs to address the health and social services needs of neighborhood residents.

The Centers provide a meeting place for many civic, youth and neighborhood resident organizations as well as educational, law enforcement and crime prevention groups.



Neighborhood Service Centers

University Community Resource Center

13605 N. 22nd St. Tampa, FL 33613 813 9752153 Fax 813 9752190

West Tampa

2103 N. Rome Ave. Tampa, FL 33607 813 2725074 Fax 813 2727288

Lee Davis

3402 N. 22nd St. Tampa, FL 33605 813 2725220 Fax 813 2727193

Plant City

307 N. Michigan Ave Ste 2 Plant City, FL 33563 813 7573871 Fax 813 7573843

South Shore

201 14th Ave S.E. Ruskin, FL 33570 813 6717648 Fax 813 6717656

Satellite Office

Midtown

2410 Tampa St. Tampa, FL 33602 813 2762976 Fax 813 2762048

Advisory Boards

Neighborhood Service Centers have advisory boards, comprised of neighborhood residents, business leaders and concerned professionals, who not only determine neighborhood needs, but also develop specific strategies to address them.



Community Action Board

Purpose

This Board provides recommendations for the development, planning, implementation, and evaluation of the Community Services Block Grant funds and programs that serves the low-income residents/communities of Hillsborough County.



Length of Term

- Low income and private sectors may serve up to a maximum of three 4-year terms, for a total of twelve (12) consecutive years.
- For More Information Visit our Website at: http://www.hillsboroughcounty.org/hss/cap/

Programs

- Back to School
- Case Management & Self- Sufficiency
 - Financial Assistance
 - Employment Supports
 - Job Referrals and Placement
 - Project Opportunity
- Disaster Planning
- Health Care
- Homeless Recovery
- Prosperity Campaign
- Summer Food



Back to School

- Health physicals and immunizations for school-aged children
- Book bags and school supplies
- Information on health and social services designed to encourage/develop family functioning and parenting skills, and to learn how to help the child prepare for school



Case Management & Self Sufficiency

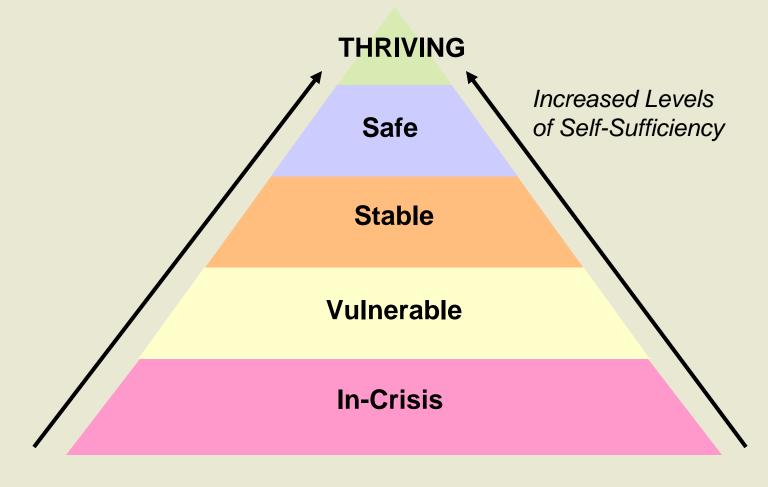
Financial Assistance

Financial assistance and case management services were provided to 19,981 families from October 1, 2009 to September 30, 2010.

- Case Management
- Food
- Shelter
- Utilities
- Incidentals
- Clothing and household items
- Assisted Living Program
- Transportation
- Childcare
- Other

Case Management & Self Sufficiency

Through intensive case management, households will move to a higher level of self-sufficiency on the Results Oriented Management and Accountability (ROMA) scale



Case Management & Self Sufficiency

Employment

- In-depth interview to assess employment needs and expectations
- Evaluation of work history
- Address potential barriers to employment
- Referrals to available positions provided by participating companies
- Follow up with employers and clients to ensure job retention
- Incentives for job placement and retention



Employment Summary

October 1, 2009 – September 30, 2010:

447 verified employment placements

97 verified job retention 90 days or longer

Economic Impact –

Total salaries and benefits of all clients placed through the Employment Opportunity Program exceed \$8 million annually.

Project Opportunity

Services:

- Assist low-income adults who are enrolled in vocational training at one of our partner institutions
- Assist with school fees
 - Tuition
 - School supplies
- Provide on-going case management
- Provide employment referrals

October 1, 2009 – September 30, 2010:

46 graduates and completers

Disaster Plan

Services:

Pre-Storm

- Survival information workshops and supplies for low-income individuals
- Registration for Special Needs Transporation

Post-Storm

- Coordination and staffing of post emergency Points of Distributions
- Long-term stabilization by providing basic needs for impacted residents



Health Care

As of September 2010, there were 14,196 County residents enrolled in the HealthCare Program

- Managed medical care
 - Prevention and Education
 - Primary Care
 - Out-patient
 - Prescriptions
 - Specialty Care
 - In-patient
 - Durable medical equipment



Homeless Recovery

Financial assistance and case management services were provided to **2,021** homeless families from October 1, 2009 to September 30, 2010. Individuals must be able and willing to develop and participate in a plan for self-sufficiency.

- Case Management
- Assistance with non-supervised boarding homes/shelter and assisted living facilities
- Utilities
- Food
- Incidentals
- Transportation (bus passes)
- Employment services

Prosperity Campaign

For the tax preparation season ending April 2010, tax preparation services were provided to **8,427** individuals, resulting in refunds totaling **\$9.2** million (\$2.6 million in EITC and \$909,472 in CTC).

- Free tax preparation and electronic filing services
- Qualification for Tax Credits
 - Earned Income Tax Credit (EITC)
 - Child Tax Credit (CTC)
 - Other credits
- Guidance toward economic stability through financial literacy education



Summer Food

Services:

Free breakfast, lunch and/or an afternoon snack. Meals are served from mid-June to mid-August at city and county parks, YMCA day care centers, Boys & Girls Clubs, churches, public housing auditoriums, and at other non-profit facilities where economically disadvantaged children congregate during summer vacation. All children 18 years of age or younger are eligible.

In 2010, we served:

- 474,356 lunches and snacks
- 11,569 meals per day

Program Support Activities

- Life Skills (Case Management)
- Neighborhood Accountability Board (Case Management)
- Black Male College Explorers Program (Case Management)
- Tools for School (Back to School)



Life Skills

Objective:

- Enhance employability skills
- Offer Professional Instruction
 - Dress for Success
 - Improving self esteem/ Interviewing skills
 - Budgeting resources
 - Anger and stress management



Neighborhood Accountability Board

Objective:

- Take a Restorative Justice prospective and focus on
 - Effects of the youth offender's actions
 - Restorative options
 - Rehabilitation efforts
- Successful Outcomes
 - Avoids the formal prosecution process
 - Reduces youth involvement with criminal justice system
 - Records expunged, upon successful completion

NAB was designed as a community based decision making process administered by trained local community volunteers.

BMCEP (Black Male College Explorer Program)

Objective:

- Prevent black males from dropping out of school
- Facilitate admissions to college
- Increase interest in earning a college degree

Event Activities:

 Enrollment in a 5 week program in the College of Education at Florida A&M University

Tools for School

Objective:

 Increase students' reading and writing levels above the state's norm based on their previous FCAT scores.



 Tutoring in small groups or in one-on-one settings



Currently, this program is available at the Lee Davis Neighborhood Service Center and the University Community Resource Center