



Wednesday, February 19, 2020, 9:00 a.m.
The Salvation Army Tuttle 1701 S. Tuttle Ave. Sarasota, FL 34239
Heidi Brown, CoC Leadership Council
Chris Johnson, Chief Executive Officer Suncoast Partnership

- I. **Welcome by Leadership Council Executive Committee Member**
- II. **Introductions and Community Roundtable**
 - Please state your name and organization
 - Share any updates from your organization
- III. **Approval of October 16, 2019 Minutes**
- IV. **Presentation: Chris Johnson, Suncoast Partnership**
The McDonaldization of Social Services
- V. **Case Management Video and Discussion**
- VI. **Suncoast Partnership Updates**

HUD NOFA Funding Announcement

PIT Count

Fair Housing Training
- VII. **General Announcements and Public Comments**
- VIII. **Adjourn**

MARK YOUR CALENDARS!

CoC Leadership Council Meeting

Thursday, March 12, 2020 (3:30 p.m. – 5:00 p.m.)
Glasser Schoenbaum Center- Building J-1, 1750 17th Street, Sarasota, FL 34234

Continuum of Care Meeting

Wednesday, April 15, 2020 (9 a.m. – 10:30 a.m.)
Goodwill Manasota 2705 51st Ave E, Bradenton, FL 34203

Up to date News, Notices and Meeting Schedules can be found on

www.suncoastpartnership.org



Suncoast Continuum of Care

Continuum of Care Meeting

February 19, 2020

Location: The Salvation Army Tuttle 1701 S. Tuttle Ave. Sarasota, FL 34239

Meeting Time: 9:00 a.m. - 10:30 a.m.

Attendees: Richard McDaniel, Jewish Family and Children's Service of the Suncoast; Sandy Hoy, WellCare; Paula Warner, WellCare; Janet Carillo, City of North Port Social Services; Julia Showers, The Salvation Army Manatee; Ellen McClaughlin, Safe Children's Coalition; Renese Remy, Manatee County Government; Milli Stepanek, Safe Children's Coalition; Pam Fields, Legal Aid of Manasota; Peter Fleischmann, Jewish Family and Children's Service of the Suncoast; Krystal Frazier, City of Sarasota Homeless Outreach Team; Caroline Wienecke, Restore Global; Brittany Elkins, Centerstone; Paul Sutton, Sarasota Coalition on Substance Abuse; Justin Creel, St. Vincent de Paul CARES; Christine Russi, Glasser-Shoenbaum Human Services Center; Nancy Deloach, Sarasota County Health and Human Services; David Moore, Advocate; Jen Fagenbaum, Family Promise South Sarasota County; Mike Day, Department of Children and Families; Andrew Brady, The Salvation Army Sarasota; Phil Gorelick, Suncoast Partnership; Bethanie Van Waardhuizen, Centerstone; Socrates Aguayo, Simply Clear Health; Antonia Quiros, Goodwill Manasota; Ebony Louis, The Salvation Army Manatee; Daniel Lundy, Suncoast Partnership; Heidi Brown, Jewish Family and Children's Service of the Suncoast; Deborah Saint John, First Step of Sarasota; Anthony Gagliano, Career Source Suncoast

Presenter: Chris Johnson, Suncoast Partnership, *The McDonaldization of Social Services*

Suncoast Partnership Staff: Amiee Barth, Nick Bell, Brandon Bellows, Nicole Bonito, Tara Booker, Natasha Burton, Lauren Davis, Amanda Erickson, Shellie Hummel, Devon Jarrett, Chris Johnson, Taylor Neighbors, Laura Williams

I. Welcome

Heidi Brown, President Jewish Family and Children's Service and CoC Leadership Council, called the meeting to order at 9:14.

II. Introductions and Community Roundtable

Attendees introduced themselves, provided updates about their organization, and Heidi Brown encouraged attendees to share their personal happy place.

III. Approval of October 16, 2019 Minutes

The minutes from October 16, 2019 CoC Meeting Minutes were approved unanimously as written.

IV. Presentation

Chris Johnson, Chief Executive Officer, Suncoast Partnership, presented on The McDonaldization of Social Services.

Chris requested service providers present to raise their hands if their agency participated in the activities within the Homeless Crisis Response. Chris implored service providers to continue to ask the question, "Is what we are doing preventing and ending homelessness, or promoting and extending homelessness?"



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Chris discussed how service delivery of social services has been compared to the fast food industry, McDonald's in particular. Chris explained the evolution of McDonald's and the development of fast food to produce larger outcomes more efficiently. Chris presented the question to discuss whether we are using the same business model as McDonald's to provide social services.

Efficiency, predictability, calculability, and control with the outcome of irrationality of rationality as the fifth element as an outcome of the McDonaldization theory.

Chris questioned whether the delivery of services has fallen under the theory of McDonaldization. Are we expediting service delivery to clients and having unintentional outcomes? We deliver services efficiently and predictably, but are we creating unintended longer-term outcomes.

Chris presented a graph on clients on our Oneby1 Community By-Name list. The clients were presented by acuity of need: 27% would require Permanent Supportive Housing (PSH), 56% Rapid Rehousing (RRH), and 17% are self-resolve, diversion, limited assistance clients.

Chris questioned where we are losing clients who return to homelessness after delivery of services. By looking at the point where clients return to homelessness, we can see when a correlation between case management delivery and returns to homelessness.

V. Case Management Video and Discussion

Chris presented a video with case managers Jessica Meleti, St. Vincent de Paul, and Georgette Franklin, The Salvation Army Manatee. The video presented questions to the case managers and the case managers' experiences providing services.

After the video was over, Chris opened the room up for discussion on topics and ideas regarding case management delivery.

Daniel Lundy asked whether utilizing the Housing First model was reflective in the data today; Chris stated it was and he is reminded of Ian DeJong's reported most successful case in which Ian housed a client 13 times before it finally stuck. Chris stated a case like that indicates to the client, "we won't give up on you." Chris states when a client is housed first, it can be the client's catalyst for change.

Krystal Fraizer stated she will use Jessica Meleti's model of placing clients needs from the case manager on a tier system. In her experience working on the Outreach team and seeing clients return to homelessness, it is often the result on clients not receiving the degree of case management they require.

Chris complimented the flexibility of St. Vincent de Paul to encourage Jessica to connect with clients as often or a little as the client needs. Justin Creel indicated SVdP case managers are expected to be out in the field working with clients with limited in-office time.

Paul Sutton stated the case managers presented were not falling under McDonaldization theory, because each indicated they adjusted their service delivery for each client.

Antonia Quiros acknowledged the shame clients may feel when asking for help. We, as service providers, should be vulnerable to the client's need(s) to ensure trust.



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Eduardo Gloria stated case management deliver should be mobile by default. He stated case managers should often be out in the community, meeting with clients, and engaging with community resources to ensure effective service delivery. Eduardo stated he is working within his own agency to transition previous service delivery models into what is proven as best practice.

Chris stated Suncoast will analyze the returns to homelessness numbers to determine potential areas of improvement for the CoC. Chris encouraged service providers to also look at their own agency's data and ask questions as well, stating the service providers are the CoC, Suncoast Partnership is only the lead agency. The service providers are the heroes in this story.

VI. Updates

HUD NOFA Funding Announcement

The CoC has received notice of the FY19 Federal funding award amounts. Suncoast Partnership provided this information through Constant Contact. Chris indicated the award amount, \$975,631, is reflective of the service providers' hard work.

PIT Count

Amiee Barth stated we have collected 640 surveys, 207 from Sarasota and 433 from Manatee. There were 50 volunteers from Sarasota and unsure of totals from Manatee County. Suncoast Partnership volunteers are currently entering data into CSIS.

Eduardo Gloria asked if the PIT count included engaging with the client and complete a survey. Amiee indicated this was accurate. Eduardo asked if the surveys accounted for sheltered or doubled-up numbers. Eduardo asked if the Housing Inventory Chart was also being completed. Amiee stated we are working with service providers to ensure this is completed prior to HUD's deadline.

Eduardo Gloria pointed out it appears at the 4-6 month mark we are seeing clients return to homelessness in Rapid Rehousing, and asked whether that is because of client need for a higher level of care or the decline in intensive case management on the service provider. Chris Johnson responded both appear to be a presenting issue with some clients requiring Permanent Supportive Housing, but also case management ending too soon.

Eduardo asked if HUD is reorienting away from PSH and putting more focus on Rapid Rehousing. Chris stated we would need to continue to locally prioritize PSH as an ongoing need for our community.

Eduardo asked if we as a community are hoping to implement ACT team model intervention with behavioral health attached to the client's services. Justin Creel stated the goal is always to include behavioral health if necessary, to suit the clients served.

Eduardo stated at Catholic Charities they are trying to improve the school of thought for service delivery. Reducing stigma to the client's needs for intensive case management and build trust will improve case management delivery. Within Catholic Charities, they would like to find scattered site units to fill them with a team to wrap around clients.



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Amiee Barth stated whatever changes are done, they continue to be recorded in CSIS so we can make data driven decisions.

Ellen McLaughlin agrees with Eduardo saying the culture shift behind case management delivery must be changed. She stated she continues to see clients being reported for non-compliance and roadblocks created because of the client's lack of engagement, and this needs to be changed.

Justin Creel stated engaging with landlords and being strategic with housing clients. Splitting 2-bedroom units into 2 separate units to house 2 separate clients.

Andrew Brady stated historically the referrals to RRH included clients who are not appropriate for this housing intervention. Eduardo stated this occurs everywhere. Andrew indicated the numbers presented may be skewed because of those clients who required PSH services.

Natasha Burton added creating more housing stock in the CoC is done by having creative solutions. Natasha added working with landlords to market our funding to landlords who may have properties sitting and not being utilized. She encouraged housing specialists to contact Natasha so we can increase relationships built with landlords in our community.

Richard McDaniel added they are currently housing 3 clients in a 5 bedroom because of using creative solutions. Richard stated other housing providers should reach out to other agencies if they have identified housing opportunities and share available housing stock amongst service providers.

Amanda Rosado clarified some outstanding questions presented during the discussion. She stated HUD relies on each CoC to prioritize their community needs, and HUD does prioritize PSH and has made requirements more flexible for communities to utilize this project.

Data Quality Awards

Data Quality reports consist of graded on Data Completeness, Timeliness, and Consistency. Awards are given out for straight A's in Data Quality, Timeliness, and Consistency. The 1st Quarter winner was The Salvation Army Sarasota. The 4th Quarter winner was Centerstone.

VII. General Announcement and Public Comments

Jennifer Faggenbaum introduced Restore Global to the meeting. Restore Global assists nonprofits by distributed gifts-in-kind to non-profits. She stated Restore Global can source gifts from philanthropic organizations. Access to Procurement grants access to non-profits for discounted services throughout the country which will lower overall operation costs.

Jennifer stated the application to become a partner with Restore Global will significantly reduce the overall operation costs.

VIII. Adjourn

The meeting was adjourned at 10:22 a.m.



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