

RURAL SOCIAL SERVICES PARTNERSHIP

**AN ASSESSMENT OF
SOCIAL SERVICE NEEDS
OF RURAL RESIDENTS AND
RECOMMENDATIONS FOR ACTION**



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RECOMMENDATIONS FOR ACTION**

**DEPARTMENT OF CHILD & FAMILY STUDIES
LOUIS DE LA PARTE FLORIDA MENTAL HEALTH INSTITUTE**



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EXECUTIVE SUMMARY

The Rural Social Services Partnership (RSSP), a workgroup of providers serving the residents of rural South and East Hillsborough County, was formed to encourage planning and collaboration among agencies that serve migrant farmworkers and other rural residents. The partnership is working together and in conjunction with the South Hillsborough County Coalition and the East Hillsborough Network, *“To develop a comprehensive plan of action to address the social and human service needs of the rural communities of East and South Hillsborough County and secure the resources to implement lasting and ongoing improvements in the residents’ quality of life.”*

RSSP’s first step in achieving its purpose was to seek funding for a small analysis grant from the Children’s Board of Hillsborough County, to assess the social and human service needs specific to these geographic areas of Hillsborough County. To accomplish this task, RSSP developed a four step analysis plan, which included: 1) Prioritizing the service needs by area; 2) assessing needs, strategies and solutions from the consumer perspective; 3) assessing the availability of formal resources and services; 4) and assessing the available informal resources and supports. RSSP collected and reviewed existing needs assessment documents and other studies that had been conducted in the target areas since 1994, focusing on those that pertained to social services or access to social services, in order to identify priority need areas. They subsequently conducted focus groups with both consumer and non-consumer residents and direct-mail surveys of providers, employers, churches, clubs, and organizations to assess formal and informal resources and further prioritize the areas of need based on consumer perspective.

As a result of this analysis, RSSP developed an action plan identifying specific social service needs for the rural areas of East and South county, and proposes partnership action steps to address them through a comprehensive and holistic approach. These action steps have been designed to improve consumer access to services by removing structural, cultural and/or qualifying barriers, expand the scope of services, by incorporating informal supports and resources, promoting a family-centered, community-based and culturally competent array of services and providing an opportunity for providers to collaborate with one another and with the community in service delivery.

RSSP has identified four primary areas of need in rural Hillsborough County: Childcare, after school hours comprehensive youth development, vocational training, and substance abuse treatment/prevention. In addition, the analysis revealed several access issues that serve as barriers to receipt of services, even when they are available, such as: transportation, childcare, language and lack of knowledge of available services.

RSSP partners provide a substantial share of the social services available to resident of the target communities. The group shares the philosophy of a system of care for families. Based on this philosophy, services are community-based, family-centered, culturally sensitive, integrated and coordinated, and range from prevention to treatment based on individualized assessment of family needs and strengths. The partners also believe in comprehensive service delivery, regardless of a consumer’s point of entry into the system.

This integrated case management approach involves the combined efforts of the available formal and informal resources and promotes coordination among the various providers in order to maximize their efforts and avoid duplication. RSSP also plans to

expand upon the current capabilities of the partnership by soliciting the involvement of other stakeholders serving the target areas.

RSSP proposes action steps to address the needs identified in the analysis. The primary finding for each need and responsive actions are as follows:

CHILD CARE

Findings: RSSP's review of plans, studies and community meetings identified and prioritized the need for accessible, affordable and quality child care programs in rural Hillsborough County.

Action Step: RSSP will pursue the establishment of a formal relationship with the Hillsborough Early Childhood Interagency Council to ensure that the childcare needs of the residents of East and South county are met.

AFTER-SCHOOL HOURS COMPREHENSIVE YOUTH DEVELOPMENT

Finding: RSSP's analysis identified and prioritized the need for comprehensive youth development programs for youth and teens, particularly during non-school hour periods.

Action Steps: RSSP will promote collaboration among youth serving organizations to improve service access and quality; support the YMCA as lead service agency in this priority area; pursue funding to establish multiple Success Center sites in the target areas; and promote collaboration among youth serving organizations to implement primary prevention services for teens ages 12 to 17.

SUBSTANCE ABUSE PREVENTION AND TREATMENT

Finding: There is an absence of substance abuse treatment services in South county and only limited outpatient services in East county. Substance abuse prevention and intervention services are insufficient in both target areas.

Action Steps: RSSP partner, Catholic Charities will pursue collaboration with other substance abuse providers to assist in implementing programs in South county and expand capacity in East county; advocate for funding to develop substance abuse intervention programs targeting high risk children and youth in middle schools, and expand current high school capacity; advocate for additional funding for Success Centers to include substance abuse prevention and intervention in all supervised non-school hour youth development programs; and advocate for additional funding to expand the availability of drug prevention and education programs in middle schools using the Mendez Foundation.

VOCATIONAL EDUCATION/TRAINING

Finding: Expanded and enhanced vocational training opportunities are needed in South and East county.

Action Steps: RSSP will expand membership of existing providers, identify financial aid opportunities and resources for rural residents; identify new opportunities for establishing additional sites for vocational education in South and East county; identify instructors in South and East county; promote the use of existing vocational education programs in order to ensure that services are not duplicated; collaborate with

WAGES to ensure that eligible residents fully utilize and benefit from this program; offer Spanish language instruction through RSSP partner, Hispanic Needs and Services Council to agencies and businesses interested in increasing their Spanish language capacity; pursue opportunities for on-the-job training with local chambers and businesses; and collaborate with JTPA Summer Youth Program to distribute applications and identify nonprofit agencies who would agree to employ youth.

ACCESS ISSUES

1. TRANSPORTATION

Finding: Lack of transportation is a major barrier to accessing social services for low income, elderly and disabled residents in the target areas.

Action Steps: Inventory all vehicles in use by RSSP member agencies maximizing the use of these vehicles through shared usage, modified routes and schedules; advocate for the expanded capacity of agency provided transportation through the acquisition of additional vehicles, staff and funds; investigate the feasibility of participating in HartLine’s VanPool program in South county; support the Coalition for Healthy East County’s Strategic Plan recommending the identification of potential routes for public transportation that includes major social service provider locations; advocate for additional funding for the Share-A-Van program to expand its capacity; advocate for additional HartLine capacity in South county, between high volume service locations; cooperate with other providers to identify additional sites for co-locating services; and work with Hillsborough County “Transportation for the Disadvantaged” to assure maximum the utilization and expansion of the specialized transportation services available.

2. PROFESSIONAL INFORMATION AND REFERRAL

Finding: Access to information about needed services is lacking.

Action Steps: RSSP member partners will work to increase public awareness of available I&R services in the target areas; continue to provide input into F.L.A.I.R.S. through member partners; pursue and secure funding to establish language-appropriate directories specific to the target areas; continue to provide 24-hour telephone access and connect people in need to the RSSP service network; disseminate information about the services available to rural residents to local employers; promote efforts to reach the non-English speaking community; RSSP member partner, Hillsborough County Citizen Action Center will expand membership in the targeted area for the Community Link Program; and RSSP will sponsor Americorp volunteers to research and develop a marketing plan for dissemination of community information.

3. BILINGUAL CAPACITY AND CULTURAL COMPETENCE OF SERVICE PROVIDERS

Finding: The capacity of social service providers and other agencies working with rural clients to provide services that are linguistically appropriate and culturally sensitive was identified as another major access barrier.

Action Steps: RSSP partner, University of South Florida, will advocate to improve recruitment of minority students, to enter the field of social work and related fields, where they are grossly under-represented; members will provide opportunity for internships to bilingual minority students enrolled in FMHI’s Multicultural Mental

Health Training Program; FMHI and Hillsborough Needs and Services Council will offer cultural competence training sessions to the RSSP provide network and other community providers; the partnership will identify culturally competent clients to be trained as bilingual paraprofessionals to work as advocates for monolingual and limited English-speaking residents; and develop a directory of these trained paraprofessionals.

4. CHILDCARE

Finding: The need for childcare is not limited to traditional day or halfday programs for preschool children. There is a need for childcare on an as-needed, hourly basis.

Action Steps: Coordinate with the Hillsborough Early Childhood Interagency Council to ensure that childcare is available during nontraditional hours; work with the council to promote licensing of more home-based child care providers in the target areas; and seek funding to identify and train paraprofessional childcare workers onsite at social service and other human service agencies.

RSSP ORGANIZATIONAL DEVELOPMENT

As a new partnership, RSSP recognizes the need to develop an organizational structure that will allow it to move from planning to implementation of proposed action steps, monitor its progress, and identify new needs as they arise.

RSSP also sees the need to expand its funding base to new local, state and federal funders, as well as to philanthropic entities that can support the proposed scope of work.

I. RURAL SOCIAL SERVICES PARTNERSHIP

BACKGROUND

The Rural Social Services Partnership (RSSP) is a workgroup of providers with a common interest in providing social services to the residents of rural South and East Hillsborough County. The group was formed in July of 1996 for the purpose of encouraging planning and collaboration among agencies that serve migrant farmworker families. However, after an initial meeting, the workgroup decided to change its direction to include other rural residents who might also be in need of social services. It was the group's feeling that exclusion of other needy, non-migrant residents from services would be divisive and demoralizing to the community. Currently, twelve agencies are participating in RSSP through seventeen different representatives (see Appendix A for a list of RSSP members). Bruce Strahl of Strategic Leadership, has been the facilitator of the group since its inception through a consultant contract with the Children's Board of Hillsborough County.

In the fall of 1996, the RSSP workgroup joined together with existing coalitions serving rural Hillsborough County to become a committee of the South Hillsborough County Coalition and the East Hillsborough Network. RSSP members, many of whom are also active members of these larger coalitions, felt that it was important to function as a committee of these coalitions in order to avoid duplication and increase the effectiveness of the partnership's efforts. RSSP members report activities of the partnership to the respective coalitions at their monthly meetings.

RSSP STATEMENT OF PURPOSE

RSSP has developed the following statement of purpose, which has guided the activities of the partnership to date:

To develop a comprehensive plan of action to address the social and human service needs of the rural communities of East and South Hillsborough County and secure the resources to implement lasting and ongoing improvements in the residents' quality of life.

More specifically, it is the purpose of the RSSP to accomplish the following:

- focus on rural issues;
- focus on farmworkers and other needy residents;
- join together with and support existing rural coalitions;
- bring additional resources and funds to the area;
- document needs and resources of the area;
- assist in integration of services across East and South Hillsborough Counties;
- function as a joint social service committee for the South County Coalition and East Hillsborough Network; and
- become inclusive of other providers and organizations with a vital interest in social services for rural residents.

EXTENT OF NEED FOR SOCIAL SERVICES IN SOUTH AND EAST COUNTY

Based on their collective knowledge and experience, RSSP recognized the insufficiency of social services and the underutilization of formal and informal supports, available in the rural Eastern and Southern sections of Hillsborough County. For many residents, the services that are available are not always accessible due to cost, lack of transportation, isolation, lack of information on the services available and how to access them, and the requirements of eligibility. RSSP members also recognize that Hispanic residents face additional problems due to cultural and language barriers.

The magnitude of the problem under consideration is the result of a variety of factors, including a sparsely populated diverse geographical area, a large transient population, and low socio-economic status and educational level of the population in the target area. Because of the high number of limited English speaking families in the area, language and cultural barriers also impact the magnitude of the problem. Changes in the immigration laws will further limit access to federally funded services for those residents who do not have citizenship status. Additionally, welfare reform will limit access to services for all low-income residents.

Based on census data, over 7,900 persons are employed in the farming/fishing industry in the target areas (Planning Commission, 1990 Census). The actual number of farmworkers is much higher, since census data significantly under reports the migrant farmworker population. Jobs in these industries are typically low paying and seasonal. Average annual household income in the target communities of Ruskin, Wimauma, Dover, and Gibsonton is \$24,000, significantly lower than the county average. These factors assist in substantiating the need for additional services, reforming the existing service system and strengthening informal supports.

PROBLEM VALIDATION

As a first step in confirming these needs, RSSP reviewed existing documents and assessments. RSSP members collectively identified nine needs assessments and consumer surveys that were conducted in the target areas within the past three years, including the Hillsborough County Needs Assessment and its Supplemental Survey of Hispanic Citizens with Limited English. A preliminary review of the studies and summarization of key need areas was conducted. While some studies reviewed were specific to a subset of our targeted geographical area, a common theme of all studies was the identification of barriers to service access. The studies identified the need for additional services in a wide variety of areas, including recreation and after school activities for youth, basic needs, (i.e., clothing, food and housing); transportation, employment, child care, health care, domestic violence, substance abuse and gang prevention, among others. While these studies pointed to the need for additional services and improved accessibility to existing services, they did not address the community's strengths and informal support resources. A more detailed analysis of these studies and the collection of additional data as described under "Plan for Analysis" was determined to be necessary and was undertaken by RSSP, as a precursor to develop a plan of action to address priority needs.

Upon completion of this review, RSSP concluded that in many cases, the information provided by these documents was too broad, addressing countywide needs

rather than those specific to the rural areas of the county. As a result, RSSP decided that further exploration of the needs of specific geographic areas and prioritization of those needs was required, prompting them to seek a small analysis grant from the Children's Board of Hillsborough County.

PLAN FOR ANALYSIS

The partnership identified four areas in which additional information was needed:

1. PRIORITIZATION OF SERVICE NEEDS BY AREA

Goal: To establish priorities that are specific to East and South County rural areas social service needs.

Methodology: Review of existing needs assessment documents for the purpose of ranking needs.

2. NEEDS, STRATEGIES AND SOLUTIONS FROM CONSUMER'S PERSPECTIVE

Goal: To prioritize identified social service needs, identify specific strategies and solutions which address the needs of the two target communities and that would reflect the consumers' perspective and help overcome existing barriers.

Stakeholders: Community residents, service consumers.

Methodology: Focus groups and individual interviews.

3. ASSESSMENT OF FORMAL RESOURCES/SERVICES EXISTING IN THE TWO TARGET AREAS

Goal: Determine the nature and extent of formal resources/services present or invested in the target areas (e.g., funds, personnel, specific services/programs).

Stakeholders: Public and government provider agencies, and non-profit organizations, public and private funders.

Methodology: Written survey of stakeholders and review of Hillsborough County Needs Assessment and other county databases.

4. ASSESSMENT OF INFORMAL RESOURCES/SUPPORTS AVAILABLE IN THE TWO TARGET AREAS

Goal: To identify existing sources of informal support to community residents.

Stakeholders: Local churches, employers, social and civic organizations, community residents and leaders.

Methodology: Individual interviews with stakeholders; written survey of local churches and social/civic organizations.

A coordinator was assigned the responsibility for implementing the analysis, having oversight of data collection activities in the two target communities, participated in data collection, summarized data and assisted in report writing. Staff of the RSSP member agencies collected data, and residents from the community or service consumers trained to interview or conduct focus groups with stakeholders. The use of the latter individuals in data collection, analysis, and report writing was incorporated to strengthen the proposed analysis, by providing strong community and consumer input and ensuring the relevance of the action steps resulting from this endeavor.

DESIRED OUTCOME OF ANALYSIS

As a result of this analysis, RSSP has developed an action plan identifying specific social service needs for the East and South county rural community which reflects residents' and consumers' priorities, and proposes a series of comprehensive, and holistic action steps to address them. The proposed action steps address the following: improved utilization of informal community supports and resources, collaboration and integration agreements across RSSP members and the South County Coalition and East Hillsborough Network, proposals to fund service gaps, advocacy, educational, and community building activities.

RSSP envisions that the implementation of this action plan will result in: 1) improved access to existing services by addressing or removing structural, cultural, and/or qualifying barriers; 2) expansion of the scope of services by incorporating informal supports and resources, 3) a more family-centered, community-based, culturally competent and flexible array of services, and 4) a strong and ongoing partnership among providers, and between providers and the community. The results in terms of residents and consumers' lives will be an overall improvement in the quality of life of children and families in the East and South rural areas of the county.

II. RSSP ACTION PLAN

SUMMARY OF FINDINGS FROM ANALYSIS

The following chart summarizes, by target area, the priority areas using several sources: the review of plans, studies and neighborhood meeting reports (i.e., Needs Assessments), the findings of the employer survey and the focus groups. The findings from the surveys completed by clubs, organizations and churches was not included in the analysis as they did not provide enough information to indicate which needs were priorities.

<i>Priority Needs in East and South County According to Study Sources</i>			
	<i>Needs Assessments*</i>	<i>Focus Groups (priorities established by participants)</i>	<i>Employers (based on answers to employer survey)</i>
East County	Transportation Child Care Substance Abuse After-school Recreation Bilingual Staff	Transportation Child Care Substance Abuse After-school Recreation Vocational Training Drop-out Prevention Emergency Assistance Health Care	Transportation Child Care Substance Abuse Vocational Training Housing Language Skills Crime Prevention Adequate Drinking Water Law Enforcement Presence Information and Referral
South County	Transportation Child Care After-school Recreation Substance Abuse Vocational Training Bilingual Staff Health Care Emergency Assistance Accessibility	Transportation After-school Recreation Bilingual Staff Information and Referral	Child Care Recreation Substance Abuse Vocational Training Information and Referral Law Enforcement Presence Drop-out Prevention Outreach to Homebound
*Needs identified in over 50% of the documents reviewed.			

As depicted in the chart, transportation, childcare and substance abuse were the three needs identified by all three sources in East county. After school recreation and vocational training followed in priority, as they were each identified by two of the three sources. Additional priority needs reported frequently by one of the three sources, included: the need for bilingual staff, drop-out prevention, emergency assistance, healthcare, housing, language skills, crime prevention, adequate drinking water, law enforcement presence and information referral.

In the South county area, transportation was the most frequently identified need among two sources, followed by childcare and recreation. Substance abuse, the need for vocational training, bilingual staff and information and referral were frequently identified by at least two of the three sources. Additional needs identified in the needs assessment review and the employers survey included: healthcare, emergency assistance, accessibility, law enforcement presence, dropout prevention, and outreach to the homebound.

PRIORITY NEEDS AND RSSP PROVIDER NETWORK

The analysis process undertaken by RSSP led to the identification of four key social service needs, including: child care, after school hours comprehensive youth development, substance abuse and vocational training. The need for childcare, which allows parents to work, was clearly articulated by participants in focus groups, who pointed out their concerns with quality and affordability. Safe and enriching opportunities for recreation for the older school-age children were also identified as being absent in the target communities. Issues of substance abuse, particularly alcohol abuse among adults and growing drug abuse by youth, came up as priority needs, due to the near total absence of substance abuse treatment programs in the South and East counties. Finally, the need to prepare residents of rural areas for jobs outside the agricultural market, prompted the identification of vocational training opportunities as a significant missing element.

In addition to these distinctive service areas, the analysis revealed important access issues that interfered with the receipt of services, even when they were available. Among the most significant were: transportation, language, childcare, and lack of knowledge of available services (i.e., location, hours, type of assistance, eligibility, cost, etc.).

Public transportation is a concern for a majority of rural residents who lack a means of transportation. Similarly, childcare affects all parents who need to work and have no one with whom to leave their children. Lack of knowledge of the English language makes all activities of daily living difficult. However, for its purpose, RSSP has narrowed the interpretation of access issues to relate only to access to social services. In other words, the how the need for transportation and childcare serves as a barrier to residents' ability to keep appointments with social service providers; how lack of bilingual and culturally competent provider staff proves to be an obstacle to communicating and relating to clients; and how insufficient information and referral concerning existing services, is an impediment to rural residents' ability to reach providers when they are in need.

Although several other needs were identified in the analysis, RSSP has chosen to begin by addressing the four priority need areas and the four access need areas. As the

partnership becomes organized and implements the action steps around these issues, new areas will be addressed.

RSSP partners provide a substantial share of the social services available to residents of the target communities. The following graphic identifies the member partners and their services. The group shares the philosophy of a system of care for families in need. Based on this philosophy, services are community-based, family-centered, culturally sensitive, integrated and coordinated, and range from prevention to treatment based on an individualized assessment of family needs and strengths. The partners also believe in serving families in the most comprehensive manner possible, regardless of the point of entry into the system (e.g., Redlands Christian Migrant Association, YMCA, Bay Area Legal Services, etc.). This translates into an integrated case management approach, which draws together the formal and informal resources available to a family in need, and coordinates the different players to maximize their efforts and avoid duplication. Appendix B depicts the priority needs identified and the partnership network.

FINDINGS AND ACTION STEPS:

CHILD CARE

Findings: RSSP's review of plans, studies and community meetings identified and prioritized the need for accessible, affordable and quality child care programs in rural Hillsborough County. Due to the complexity and scope of responding to the crisis in child care, RSSP must rely on support from other groups working on this issue in Hillsborough County. Fortunately, a countywide collaborative effort to develop solutions in childcare is currently underway. The Hillsborough Early Childhood Interagency Council is recognized as the lead coalition of childcare providers working to develop an action plan for child care. This includes, but is not limited to, issues of accessibility, quality and the fair distribution of child care subsidies in rural Hillsborough County.

Action Steps:

4 RSSP will pursue the establishment of a formal relationship with the Hillsborough Early Childhood Interagency Council to assure adequate representation of issues and solutions for residents of East and South county. Based on this action, RSSP has determined that a separate analysis and subsequent action plan for childcare developed by RSSP is not necessary.

AFTER-SCHOOL HOURS COMPREHENSIVE YOUTH DEVELOPMENT

Findings: RSSP's review of plans, studies and community meetings identified and prioritized the need for comprehensive youth development programs for youth and teens, particularly during non-school hour periods.

After-school care and youth programs such as school-based latchkey and programs at county parks are provided in rural Hillsborough County. However, very few comprehensive, holistic youth development after-school programs, which include primary prevention curriculum and high levels of staff and volunteer training, exist at neighborhood locations accessible to families. Disengaged parents, transportation and affordability create barriers to *quality care* for the majority of youth in South and East county.

Research of youth development programs found a direct relationship between assets and strengths in youth, families and communities and participation in negative behaviors such as poor academic performance, delinquency, substance abuse, violence, and sexual activity. The greater the assets and support systems for families, the less likely youth will participate in these negative behaviors. Due to the importance of primary prevention activities and youth development programs during the non-school hours, RSSP has made this issue a priority need area for South and East county. The following action steps will guide the community in impacting the quality of life in South and East county.

Action Steps:

4 RSSP will promote collaboration among youth serving organizations to improve service access and quality. The primary providers of youth services in rural Hillsborough County such as the School Board, Redlands Christian Migrant Association, Catholic Charities, Boys and Girls Club, YMCA and Hillsborough County Parks & Recreation will be supported by RSSP to continue to work with local residents, churches and neighborhood groups to improve and expand after-school youth development programs.

4 RSSP supports its partner, the YMCA, in its continued role as the lead service agency in this priority area, due to its success in establishing a collaborative to develop primary prevention services and activities for youth ages 5–12 during the non-school hour period (Success Centers).

4 Due to the broad based support for Success Centers as the model primary prevention strategy, RSSP will pursue funding for and promote the establishment of multiple Success Center sites in strategic locations in rural East and South county.

4 RSSP will promote collaboration among youth serving organizations to create, implement and expand successful primary prevention services and activities for teens ages 12–17.

4 RSSP will support the YMCA as the lead agency in coordinating with the Coalition for a Healthy East Hillsborough, regarding services and activities in this priority issue area.

SUBSTANCE ABUSE PREVENTION AND TREATMENT

Findings: In the South county area, no substance abuse treatment services are provided and only limited outpatient substance abuse services are available in East county. Prevention, drug education and intervention services are insufficient in both target areas.

Action Steps:

4 RSSP partner, Catholic Charities, will coordinate with representatives from substance abuse prevention and treatment providers in the non-profit sector, to discuss

their capability and interest in providing services in collaboration with existing RSSP members and identify a representative(s) to participate in RSSP in order to:

4 Develop outpatient service capacity for youth and adults in South county and expand capacity in East county. RSSP members will assist in implementation by providing office space, outreach and case management services including bilingual capacity and advocating for additional funding for staff and related expenses.

4 Develop substance abuse intervention programs targeting high-risk children and youth in middle schools and expand the limited (one day per week) capacity in high schools. RSSP members will assist in implementation by advocating for additional funding for staff and related program expenses.

4 Include substance abuse prevention and intervention as a component of all supervised non-school hour youth development programs. RSSP members will assist in implementation by advocating for additional funding for Success Centers, which include a substance abuse prevention curriculum.

4 Expand the availability of drug prevention and education programs in middle schools (6th grade) using the Mendez Foundation (also recommended in the Coalition for a Healthy East County Strategic Action Plan, Teen Intervention section). RSSP members will assist in implementation by advocating for additional funding.

VOCATIONAL EDUCATION/TRAINING

Findings: Expanded and enhanced vocational training opportunities are needed in South and East county for its rural residents.

Action Steps:

4 RSSP will continue to identify existing providers and increase its understanding of successful vocational training programs. In addition, RSSP will identify financial aid opportunities and resources for rural residents. RSSP partner, Hispanic Needs and Services Council will convene missing partners of RSSP, such as Hillsborough County public schools, adult and community education (adult migrant education representative already in RSSP), and vocational education, to join the group for further discussions.

4 RSSP will identify new opportunities for establishing additional sites (outside of current school sites) for vocational education. The addition of new sites will not only increase access points, but also offer the opportunity for bilingual vocational classes (Spanish/English) and/or vocational English as a second language classes (employment related).

4 RSSP will identify teachers living in South and East county to serve as instructors for the expanded number of classes, thereby eliminating their transportation costs. RSSP will also advocate to enhance incentives for teachers to work in East and South county.

4 RSSP will promote the use of existing vocational education programs, such as the school-to-work program, in an effort to ensure that services are not duplicated. The school-to-work program is designed for high school students to gain their diploma while acquiring training in their chosen vocation. In addition, RSSP will promote the outreach campaign designed to fill existing courses, such as those offered through the Adult Education's Migrant program and the life skills curriculum. A special effort will be made to promote education around money management, led by RSSP partner, Consumer Credit Counseling.

4 RSSP will collaborate with WAGES to ensure that eligible rural residents fully utilize and benefit from this program.

4 RSSP partner, Hispanic Needs and Services Council, will offer Spanish language instruction for agencies and businesses interested in acquiring basic knowledge of Spanish to better understand their clients or customers.

4 RSSP will begin discussions with local chambers and businesses to establish opportunities for on-the-job training. The identification of these businesses is one of the goals of the community asset mapping RSSP is proposing for the two target areas.

4 RSSP will collaborate with JTPA Summer Youth Program in distributing applications in the target areas and identifying non-profit agencies that would agree to employ youth.

ACCESS ISSUES

Transportation

Findings: Lack of transportation is a major barrier to accessing social services for low income, elderly and disabled residents of the target areas. No public transportation system is provided East of Dover in East county and only infrequently scheduled routes are provided in South county.

Action Steps:

4 To increase access for clients for whom transportation is a barrier to receiving social services, RSSP members will complete an inventory of all vehicles currently in use by RSSP member agencies and other social service agencies and develop and implement a plan which will maximize usage of the vehicles through shared usage, modified routes and schedules.

4 RSSP will advocate for the expanded capacity of agency-provided transportation through the acquisition of additional vehicles, drivers/support staff and funds for related operating expenses. With additional capacity, scheduled routes will be feasible between frequently visited service agencies having a high volume of clients.

4 RSSP will investigate the feasibility of participating in HartLine's VanPool program for South county RSSP members' clients.

4 RSSP endorses the Coalition for Healthy East County's Strategic Plan recommendation that potential routes be identified for some form of public transportation that includes social service locations, such as the Plant City Neighborhood Services Center, YMCA, Hillsborough Community College and South Florida Baptist Hospital.

4 RSSP will advocate for additional funding (e.g., "Transportation Disadvantaged") sources for the Share-A-Van program to expand its capacity to provide transportation for medical and non-medical appointments to Medicaid and non-Medicaid eligible persons.

4 For South county, RSSP will advocate for additional HartLine capacity between frequently utilized and high volume service locations, such as Ruskin Neighborhood Services Center, Suncoast Community Health Center, and Department of Children and Families low-income housing projects.

4 RSSP members will work with other social service providers to identify additional sites for co-locating services. During the past year, this approach to reducing transportation barriers has been used at multiple locations successfully, including Beth-El Mission, La Estancia housing project, Catholic Charities Ruskin and San Jose Mission.

4 RSSP members will work with Hillsborough County "Transportation for the Disadvantaged" to assure maximum utilization of the specialized transportation services available and advocate for the expansion of services.

PROFESSIONAL INFORMATION AND REFERRAL

Findings: The ability to access information about needed services was mentioned frequently in the focus groups, surveys and comments from the business community. Although services may be available, people do not know they exist or how to access them.

Professional Information and Referral is a recognized, disciplined approach to providing comprehensive information about a variety of organizations and services. The main mechanism for doing this is through special free telephone lines. It is different from the information and referral practices of most social service provider agencies, when they refer a client to another institution to obtain assistance with a particular need. Professional I&R uses uniform key words, taxonomy, and methodology to build a data base and provide information.

Action steps:

4 RSSP member partners, Crisis Center of Hillsborough County, Inc. and the Hillsborough County Citizen Action Center, both major I&R providers in our community, will work jointly to increase public awareness of available I&R services in the targeted areas through specialized marketing, public service announcements, publications and community presentations.

4 RSSP will continue to provide input into F.L.A.I.R.S. through its partners, Crisis Center of Hillsborough County and the Citizen Action Center. The F.L.A.I.R.S.

Network Project establishes a model for a statewide database of information related to all social and health services in the state. The Citizen Action Center serves as the regional coordinator and manager of the information database for Hillsborough, Pasco, Polk, Highlands and Hardee Counties. Regional data is compiled and collected weekly for the five county areas for input into the statewide database. The F.L.A.I.R.S. Network Project is funded through the Florida Alliance of Information and Referral Services.

4 Through its I&R partners, RSSP will pursue and secure funding to publish directories specific to the target areas, which meet the language needs of the community.

4 RSSP's I&R partners will continue their commitment to providing 24-hour telephone access to information for both the English and non-English speaking community, and connect people in need from the target areas to the RSSP service network.

4 RSSP will disseminate information about the services available to rural area residents to local employers, to enable them to make appropriate referrals when their employees need help.

4 RSSP's I&R partners will make a special effort to reach the non-English speaking community through language appropriate directories, public service announcements, printed brochures, community presentations, and translation services. RSSP's service network will promote these efforts among their clients.

4 RSSP member partner, the Hillsborough County Citizen Action Center, will expand membership in the targeted area for the Community Link Program. Community Link gives social service providers access to Hillsborough Information Line's extensive database of information on all health and social service programs in Hillsborough County. Expanding information access to service providers in East and South county will ensure that clients have access to the same accurate and comprehensive resource information no matter where they enter into the service delivery system.

4 RSSP will sponsor Americorp volunteers to research and develop a marketing plan for dissemination of community information.

BILINGUAL CAPACITY AND CULTURAL COMPETENCE OF SOCIAL SERVICE PROVIDERS

Findings: The capacity of social service providers and other agencies working with rural clients to provide services that are linguistically appropriate and culturally sensitive, was identified as another major access barrier. In the RSSP target areas, the major non-English speaking group is represented by seasonal migrant workers from Mexico and various South American countries. There is also a growing Haitian community in the area. Their often limited English language knowledge, and the varying degrees of familiarity with mainstream American culture, prevent them from accessing much needed social services. Similarly, the lack of cultural competence training on the

part of service providers becomes a barrier as cultural stereotypes, and a lack of recognition of intra-cultural variation discourage clients from seeking help.

Action Steps:

4 RSSP partner University of South Florida, Florida Mental Health Institute (FMHI) will advocate with the USF College of Social Work, to improve recruitment of minority students, particularly bicultural/bilingual students, to enter the field of social work and related fields, where they are grossly under-represented.

4 RSSP service network members will provide opportunities for internships to bilingual minority students enrolled in FMHI's Multicultural Mental Health Training Program. The purpose of this program is to encourage minority students to enter the field.

4 RSSP partners FMHI and Hillsborough Needs and Services Council will offer cultural competence training sessions to the RSSP provider network and other social service providers in the community.

4 RSSP will identify culturally competent clients who can be trained as bilingual para-professionals to work as advocates for monolingual and limited English-speaking residents in the target communities. RSSP will seek funding to compensate these para-professionals for their work.

4 Once a pool of culturally competent paraprofessionals has been identified and funding has been obtained to compensate them, RSSP will develop a directory to distribute in the target communities.

CHILD CARE

Findings: The need for child care is not limited to traditional day or half-day programs for pre-school children. Lack of childcare on an as-needed, hourly basis often precludes families from keeping appointments with social service, health, and other kinds of providers. Also, many parents need to work evenings and weekends when most childcare centers are closed.

Action Steps:

4 RSSP will coordinate with the Hillsborough Early Childhood Interagency Council to ensure that childcare is available during non-traditional hours (e.g., evenings and weekends).

4 RSSP will work with the Hillsborough Early Childhood Interagency Council to promote the licensing of more home-based child care providers in the targeted areas, especially those willing to provide care during non-traditional hours.

4 RSSP will seek funding to identify and train paraprofessional childcare workers to work on-site at social service and other human service agencies.

ACTION STEPS FOR RSSP'S ORGANIZATIONAL DEVELOPMENT

Findings: Based on the priority needs identified, RSSP recognizes the importance of the continued pursuit of funding to implement the proposed actions for addressing these needs. RSSP recognizes that the findings of the current study remain incomplete. Due to the limited number of responses from survey efforts, further inquiry into the available services in East and South county is necessary. While RSSP will initially focus on addressing the reported highest priority need areas, the need for other lower priority services and a comprehensive network of social services, will continue to be addressed through our ongoing efforts. In addition, as RSSP becomes more established and expands its membership, greater clarity as to its organizational structure is required.

Action Steps:

- 4 RSSP will continuously pursue new sources of funding as needed to achieve the proposed action steps in the priority need areas.

- 4 RSSP will promote and guide the process of resource mapping of assets in East and South county.

- 4 RSSP will define its organizational structure and governance in detail.

III. DETAILED SUMMARY OF ANALYSIS FINDINGS

Based on the outline of the “Plan for Analysis” detailed in the description of the project in Section I: Rural Social Services Partnership, RSSP addressed four areas in which additional information was needed. They include: **Prioritization of Service Needs by Area; Assessment of Formal Resources Services; Assessment of Informal Resources/Supports; and Strategies and Solutions.** The detailed findings that address each of these areas follow.

PRIORITIZATION OF SERVICE NEEDS BY AREA

REVIEW OF PLANS, STUDIES AND COMMUNITY MEETINGS

Purpose and Methodology: Early in the development of RSSP, members identified numerous plans and studies that had been conducted in the target areas since 1994. In order to avoid duplication of efforts and assist in identifying priority need areas, RSSP decided to include a thorough review and analysis of these existing plans in its scope of work. Some of the plans/studies were focused on issues other than social services while others were community focused addressing all areas of need. Only those issues that pertained to social services or accessing social services are included in the summary of these plans and, subsequently, our comprehensive action plan. The following briefly summarizes the purpose and methodology used in the plans and studies reviewed and analyzed by RSSP.

Summary of Findings:

A Plan to Create a Full Service Center for Migrant and Seasonal Farmworkers in Hillsborough County (Dept. of Special Education at Risk Studies, USF, October 1995): This plan was developed through a 26-member Advisory Board of federal, state, and local government and non-profit agencies representatives working with migrant and seasonal farmworker families. The purpose was to develop a plan that could be used as a blueprint for starting an educational/full service center in rural Hillsborough County with emphasis on serving migrant and seasonal farmworkers. In addition to drawing on the knowledge and expertise of the advisory board members, six focus groups—consisting of primarily migrant and seasonal farmworker family members in the Dover and Plant City area—were conducted in spring 1995.

The recommendations included in the plan are very specific, including location (the Dover area), facility design and service components. Service components, based primarily on the priority needs and recommendations of the members of the focus groups, include:

Educational Services: Adult Basic Education, Dropout Prevention, Parenting Classes, Tutoring, and Information on specialized programs, scholarships, and higher education opportunities.

Health Services: Nursing Services, Immunizations, Hearing and Vision Exams, Nutrition, Health Education and Disease and Injury Prevention, Insurance and Medicaid Information, Prenatal and Primary Care, Self-Help and Support Groups, Pre-K Screening and Dental Services.

Employment Services: Job Find, Placement and Retention, Job Service, Vocational Testing, Supported Employment, Vocational , Skills and Job-Seeking Training; English as a Second Language (ESOL) Classes and Career Education.

Support Services: Information and Referral, Child Care (extended hours, nights and weekends), Child and Spouse Abuse Support, Crisis Intervention, Economic Assistance, Parenting Classes and Effectiveness Training Support Groups.

Recreational and Enrichment Services: Adult and Youth Sports Leagues, Arts and Crafts, Drama, Special Events and Projects, Sewing Circles, Teen Night, Spanish Movies and Talent Development.

This full service center concept is designed to address the accessibility issues (transportation, bilingual and cultural sensitivity and awareness of availability of services) identified in this, as well as other plans, studies and community meetings.

The 1994-95 Hillsborough County Needs Assessment- Supplemental Survey of Hispanic Citizens with Limited English-speaking Ability: This Supplemental Survey to the HCNA was conducted to assure that the needs of the Hispanic population with limited English speaking capability and those who are Spanish monolinguals were adequately reported. The survey format utilized in the original HCNA was modified slightly to capture equivalent cultural concepts in addition to literal translation. Eleven Spanish-speaking volunteers conducted on the telephone or in person a total of 100 interviews, from November 1994 to January, 1995. Of the total sample 54% resided in the East or South County areas.

The responses to the question “have you or a member of your family had experience with the problems identified?” showed the most difference in response from the general Hillsborough County Needs Assessment sample. The following shows the highest rated social service related or access related problems of the Spanish-monolingual citizens compared to the general citizenry responses (percentages in parenthesis):

- adult/teens who can't speak English (65% vs. N/A.) or can't read or write English (54% vs. 2%)
- unemployment (55% vs. 17%)
- job training (44% vs. 9%)
- cannot afford health care (54% vs. 18%) or find good health care (40% vs. 12%)
- lack money for basic needs (49% vs. 13%)
- not knowing where to get the help I need (45% vs. 10%)
- poor public transportation (44% vs. 10%) or no transportation to get help I need (32% vs. 6%)
- discrimination (40% vs. 12%)

- lack of recreational programs/facilities (42% vs. 12%)
- being put on waiting list for needed social services (41% vs. 9%)
- lack of human services in my neighborhood (29% vs. 8%)
- lack of adequate clothing (29% vs. 2%)
- homelessness (24% vs. 1%)
- cannot afford child care (24% vs. 7%)

The sub-sample of migrant workers reported similar problems to the Spanish-monolingual sample, with the problems caused by the inability to speak, read and write English again being reported as the most serious problem (77%). The Appendix includes additional information on the comparisons among sub-samples and the general citizenry responses.

The 1994–95 Hillsborough County Needs Assessment Plant City Neighborhood Report (Children’s Board of Hillsborough County): This report, included as a section in the Hillsborough County Needs Assessment, focused on three distinct neighborhoods in Plant City—West Side Village, Lincoln Park and Country Hills. These neighborhoods were selected because they are representative of the prominent ethnic groups in Plant City; African American, Anglo and Hispanic and the different socio-economic classes. Methodology included conducting focus groups in each neighborhood (a total of four) and administering a 43-question survey. A total of 149 surveys were completed, with an average of 50 per neighborhood. Questions covered several topics including: neighborhood concerns and recommendations, concerns for children, vision or dreams for family, neighborhood boundaries, association and activities, and leadership and representation.

The survey and focus group findings were summarized by neighborhood as follows:

Lincoln Park: Primary concerns reported were drug abuse and activity, violence and theft while the most serious issues affecting children were the presence of drug activity, lack of recreational activities and parental supervision and speeding vehicles.

Country Hills: The biggest concerns for this neighborhood include speeding vehicles, property maintenance, theft and security. The most serious issues affecting children were reported as speeding traffic and a lack of recreational activities and parent supervision.

West Side Village: The primary concerns raised were speeding vehicles, drug activity, theft and gang related activity. For children specifically, issues reported included speeding vehicles; lack of recreational areas and activities and parental supervision; and gang-related activity. The focus groups in this area also identified concern about the lack of services to persons who do not speak English and insensitivity and discrimination experienced in accessing resources.

Plant City/East Hillsborough County Human Services Planning Project: Population and Resource Assessment, 9/95: This study analyzed demographic data

including a variety of social indicators in addition to basic demographics of the population such as density, size, age and race/ethnicity. The study also compiled an inventory of agencies and their various programs, which were directly available in the Plant City/East Hillsborough County area. Over 120 agencies were contacted to solicit information on their services, capacity, enrollment, waiting lists and funding, when available. The inventory was reviewed to determine if there were services unavailable or available at less than the needed capacity as well as to ascertain any duplication or fragmentation of services in the area. Services were categorized in 19 different categories ranging from education (5 sub-categories) to acute illness. This project formed the basis for developing the strategic planning process in the target area.

Some of the findings include:

- Lack of transportation creates barrier to accessing services that are available including health care, adult and continuing education, elderly services, services for disabled persons.
- Mental health and substance abuse treatment, as well as services for persons with a disability and elderly persons, are insufficient for the level of need.
- Although there are numerous licensed childcare centers, low-income families and parents are under served.
- Lack of a domestic violence shelter in the area, coupled with lack of public transportation, severely limits access to protection for abused family members.

Strategic Action Plan for East Hillsborough County-Coalition for a Healthy East County (A.A. Baker and Associates, Inc., 7/97): This comprehensive plan includes goals, specific implementation strategies, recommended lead responsible party and cooperative linkages. The plan was developed through the use of targeted interviews with key representatives of the community including residents, business owners elected officials and government staff and representatives of non-profit agencies. Additional methods of obtaining input included an Issues Identification Workshop where participants identified and prioritized issues of importance to the area. A second public meeting was held to focus on solutions to the issues raised at the first meeting. These recommended solutions were used to develop the strategic plan. Two additional meetings were held with agency representatives prior to the final public meeting to validate the information, present the draft plan and develop the implementation chart.

The plan addresses nine issue and need areas listed below in priority order:

- Jobs/Economic Development
- Transportation
- Education
- Public Safety
- Health Care
- Teen Intervention
- Teen Pregnancy
- Social Services
- Housing

Because the issues and solutions were too complex to be solved during one year, only the top three priorities are being addressed in the initial implementation strategy of the plan.

Numerous implementation strategies are included that provide solutions to the issues and need areas, including those that relate to social services.

Ruskin /Community Development Plan (The Planning Commission, Hillsborough County; 1/97): The purpose of this plan is to identify community-based actions and an implementation plan that could improve the economic growth and development of the Ruskin area. Mailed surveys were sent to all registered voters in Ruskin, a survey was sent to all Ruskin businesses and public input was secured through three town meetings held between August and December, 1996. Strategies were developed to address the plan's broad goals in two stages—those activities to be undertaken in the first two years of implementation and those to be conducted after two years.

The goals of the plan are as follows:

- Goal 1: Develop organizational and funding structure
- Goal 2: Promote safe and healthy physical appearance of the community
- Goal 3: Provide quality public services
- Goal 4: Develop opportunities for business growth

The only strategies that related to social services identified in this study applied to Goal 3 and included improving bus service and working to co-locate public and private service providers in the new Neighborhood Services Center.

Balm/Wimauma Enterprise Community Strategic Plan, 6/94: This plan was developed to secure Enterprise Zone status and funding for the Balm Wimauma community. The public participation process for the strategic plan began in April 1994 and continued for the following two months with nine meetings. A total of 129 persons were involved in the process. Residents and community leaders identified and then voted for problem/need areas that were of concern to them in the community. Many of the needs identified relate to social services or barriers to accessing social services. Some of the more frequently identified issues related to social services include transportation, substance abuse, non-school hour activities and recreation, vocational and employment assistance and health care. The problem areas were summarized into broad categories of: Health, Education, Personal/Family/Youth Development, Arts, Culture and Recreation, Environmental Quality, Business Opportunities, Basic Needs, Safety and Security, Affordable Housing, Jobs/Employment and Physical Assets and prioritized through a voting process. A similar process was conducted for identifying solutions to the problem areas. The top ranked areas for inclusion in the grant application were: Physical Assets, Health, Safety/Security, Jobs, Affordable Housing and Personal/Family/Youth Development.

Final Report to the Hillsborough County Sheriff's Office, 6/97: This report was developed to assess the perception of citizens in communities, before and after a community policing project was implemented in their neighborhood. Face-to-face

interviews were conducted with randomly selected adult residents of the Wimauma (among others) area. Interview questions included a list of crimes, to which respondents were to indicate if they perceived the crime to be a large, medium, small or not a problem. The same residents were surveyed again one year later after the community policing unit had been in effect. While the majority of the report focuses on public safety issues rather than social services, the recommendations relating to crime prevention and community relations were noteworthy.

Hillsborough County Office of Neighborhood Relations, Community

Meetings: In addition to studies conducted and plans developed in the target areas, residents' needs and problems were identified through community meetings held by the Hillsborough County Office of Neighborhood Relations between February and May 1997. Four meetings were convened in East county communities and three in the South county area. The meetings were held primarily to secure input from residents regarding services provided by Hillsborough County, Hillsborough County School System and the Hillsborough County Sheriff's Office. While the majority of issues raised at these meetings related to roads/streets, utilities, animal services, planning and zoning, code enforcement, crime and schools; some social services related issues were also reported.

The following summarizes the identified problem areas and community members' recommendations for solutions that were included in the reports on these meetings.

East County (Thonotosassa/Seffner, Brandon/Valrico and Plant City): The need for supervised after-school activities and recreational programs was identified as a problem area in both the Thonotosassa and Brandon community meetings, while substance abuse related activities (e.g. drug trafficking, gangs etc.) were reported in the Thonotosassa and Plant City meetings. The need for counseling and family education was identified in Brandon and transportation, particularly for the elderly and disabled persons and domestic violence were raised in the Plant City meeting.

Recommended solutions from community members for the substance abuse issues included developing drug education and substance abuse prevention programs (particularly for pre-teens), expanding substance abuse treatment programs, getting churches more involved in drug prevention, and increasing law enforcement activities.

Suggestions to address the lack of supervised after school activities included having the county develop more recreation facilities and work with the YMCA and the Boys & Girls Club. Recommendations for both domestic violence and counseling/family education areas included better marketing and more advertisement of the services that are available and expansion of the parenting and family education classes offered. It was recommended that the county explore additional transportation for elderly persons since currently only transportation for medical reasons is generally available.

South County (Summerfield/Lithia/Balm/Wimauma, Riverview/Palm River/Gibsonton, Sun City/Apollo Beach/Ruskin): Supervised after school activities for children and youth and recreational facilities for families were identified as needs in the Summerfield, etc. and Riverview, etc. meetings. Substance Abuse and related crime and gang activities was raised as a problem in the Summerfield, etc. meeting while accessible health care and a lack of services for elderly persons were identified as problems in the

Riverview, etc. meeting. At the Sun City, etc. meeting transportation and child care for migrant farm worker and other working poor families were identified as areas needing improvement.

Community members recommended developing more supervised activities at existing parks for children and teens and additional facilities for recreation to address the need for supervised after school activities. For the substance abuse problems, suggested solutions included parents having more involvement with their children, development of a better sense of community and more community involvement of residents as well as increasing the number of Sheriff deputies in the area. The health care recommendation was to re-open the Riverview and Palm River clinics that recently closed, while additional funding was the recommendation for the lack of elderly services. It was suggested that childcare needs be addressed through increased Head Start slots. For transportation problems, suggestions included publicizing the bus schedules more prominently and hiring drivers who are bilingual and who know sign language for the hearing impaired.

The following charts summarize, by target area, the need areas identified in the plans, studies and neighborhood meetings reports reviewed. In addition to the plans and studies shown in the following chart, the Final Report to the Sheriff Office (6/97) which focused on the effectiveness of community policing and public safety issues was reviewed. As shown, transportation and supervised non-school hour youth development activities were the most frequently identified service needs (reported in all six documents reviewed) in the East County plans, studies and meetings. These areas were followed by substance abuse prevention and treatment services, child care and bilingual staff capability which were all reported as need areas in four of the documents. Domestic violence, health care, emergency assistance, vocational education and employment skills training, mental health services and barriers to accessibility were all identified in three or 50% of the plans studies and meetings.

In the South County area, only three plans and meeting reports were identified as being broad based in scope or addressing social service issues. In addition to those listed in the following chart, the Ruskin Community Development Plan (The Planning Commission 1/97) was reviewed. However, this plan focused on economic development and business growth and did not identify social service needs or problems. Transportation, childcare, supervised non-school hour youth development activities and health care were identified as need areas in all three documents reviewed. These were followed by substance abuse services, emergency assistance (rent, utilities, food), health care, vocational education and employment skills training, bilingual capability and barriers to accessibility which were reported in 66% of the documents reviewed.

NEEDS, STRATEGIES AND SOLUTIONS FROM CONSUMER'S PERSPECTIVE FOCUS GROUPS

Purpose and Methodology: RSSP utilized a focus group methodology in the course of the study for the purpose of prioritizing the social service needs identified in the document review phase of the study. It was unclear from the document review, which of the service needs identified were the most critical from the consumers' perspective. To

NEEDS IDENTIFIED IN NEIGHBORHOOD MEETINGS AND NEEDS ASSESSMENTS & PLANS --EAST COUNTY--									
	Full Service Center for Migrants (E)	Coalition for a Healthy East County (E)	Plant City/East Hillsborough - Human Service Planning Project (E)	Hillsborough County Neighborhood Action (E)	HCNA Plant City Neighborhood (E)	HCNA Hispanic Supplemental (County)	TOTAL		
Transportation	1	1	1	1	1	1	6		
Bilingual Personnel	1	1	0	0	1	1	4		
Substance Abuse	0	1	1	1	1	0	4		
Child Care	1	1	1 (1 infant)	0	0	1	4		
Non-School Hrs. & Rec.	1	1	1	1	1	1	6		
Domestic Violence	0	1	1	1	0	0	3		
Health Care	1	1	0	0	0	1	3		
Emergency Assistance	1	1	0	0	0	1	3		
Drop-Out Prevention	0	1	1	0	0	0	2		
Voc., Ed. & Empl. Skills	1	1	0	0	0	1	3		
Legal Issues	1	0	0	0	0	0	1		
Mental Health	1	0	1	1	0	0	3		
Accessibility	1	0	1	0	0	1	3		
Other	1*	1***	1*** 1****	0	0	0	4		

* Human Service Center
 ** Crime Prevention/Comm. Ed. on Comm. Policing
 *** Elderly Services
 **** Disabled

**NEEDS IDENTIFIED IN NEIGHBORHOOD MEETINGS AND NEEDS ASSESSMENTS & PLANS
--SOUTH COUNTY--**

	Balm/Wimauma Enterprise (S)	Hillsborough County Neighborhood Action (S)	HCNA Hispanic Supplemental (County)	TOTAL
Transportation	1	1	1	3
Bilingual Personnel	1	0	1	2
Substance Abuse	1	1	0	2
Child Care	1	1	1	3
Non-School Hrs. & Rec.	1	1	1	3
Domestic Violence	1	0	0	1
Health Care	1	1	1	3
Emergency Assistance	1	0	1	2
Drop-Out Prevention	1	0	0	1
Voc., Ed. & Empl. Skills	1	0	1	2
Legal Issues	1	0	0	1
Mental Health	1	0	0	1
Accessibility	1	0	1	2
Other	1***	1***	0	2

* Human Service Center

** Crime Prevention/Comm. Ed. on Comm. Policing

*** Elderly Services

**** Disabled

clarify these priorities, RSSP proposed to conduct focus groups with two different groups of participants:

- Current service consumers residing in East and South Counties; and
- Non-consumers residing in East and South Counties.

Participants were asked to review a list of social service needs which was developed out of the RSSP's findings from the document review phase of the study. They were then asked to identify through a voting process which needs were the most important. Based on the outcome of the vote, participants discussed strategies for addressing the priority needs as individuals and as a community.

A total of eight focus groups were conducted in East and South Counties between April and September of 1997 by members of RSSP trained in moderating. A co-moderator assisted by summarizing the discussion to ensure accuracy and allow the group to provide clarifying comments. Three groups were comprised of Redlands Christian Migrant Association seasonal worker clients residing in Dover and Plant City, two groups included consumers of Beth El Mission services, two from Redlands Christian Migrants Association, one with youth from the 4-H Club and residents participating in the Ruskin Senior Nutrition and Recreation Center. Separate groups were held for men, women and youth, with the number of participants ranging from six to 25. Focus groups were conducted in Spanish when necessary.

RSSP encountered difficulty recruiting participants in both areas of the county and as a result was unable to conduct separate groups with current service consumers and non-consumers. In addition, efforts to organize non-migrant groups in Plant City with Adult Basic Education enrollees and residents of the Plant City (The Point) were not successful. In South county, focus groups could not be conducted due to poor attendance.

Due to these difficulties, RSSP conducted individual interviews with South and East county professionals and community leaders. In East county, representatives from The Point, South Baptist Hospital, and the Shiloh Association were interviewed. In South county, a deacon from one of the local Wimauma churches was interviewed. Their responses have been included in the summary of findings for surveys mailed to employers, organizations, clubs and churches.

Summary of Findings:

Priority Service Needs: Focus group participants identified the following priority needs:

- Drop-out prevention programs;
- Affordable health care
- Educational programs providing vocational and technical training;
- Efficient public transportation;
- Mental health counseling services;
- Affordable legal services;
- Affordable and quality childcare and after school programs;
- Bilingual and bicultural personnel in service agencies;
- Substance abuse services, especially for the Hispanic population;
- Emergency financial assistance (rent, utility, emergency transportation, clothing, food, and shelter);

- Domestic violence services and shelters; and
- Outreach to isolated populations.

The degree to which needs were priorities depended on whether participants were from East or South county. The need for Education and Vocational training and bilingual service staff appeared to be of equal importance to focus group participants from both counties, while the need for substance abuse services was more important for South county participants and the need for drop-out prevention programs and transportation was of greater importance to East county participants. Health care was identified as a need by focus group participants, but was not ranked high in terms of importance. Some focus group participants also expressed a need for community unity and support and expressed an interest in addressing their own problems as a community, given that they receive appropriate support and assistance.

Strategies And Solutions For Addressing Current Needs:

Child Care and After School Activities: Female participants indicated that a number of needs are not being met with regard to child care and after school activities. Participants have to weigh the potential income from employment with the cost of childcare and take their childcare needs into consideration when seeking employment and working. If a job is profitable, participants will find childcare. In some instances, they have had to use high cost or substandard childcare because it was the only option. Participants reported seeking employment, which offers flexible hours and duties (as the schedule is frequently dictated by the assigned tasks). They also avoid working extra shifts or taking on extra duties. Weekend childcare is even more limited and there are no weekend services for older children.

Participants expressed a need for community-based programs, suggesting that RMCA extend their child care services. Programs for pre-kindergarten age children, year-round programs that accept all children regardless of the length of time parents spend on-the-job and a transportation program that would take children to an extended care facility after 2:30 PM were suggested. They also suggested planned parenthood programs.

Drop-out Prevention Programs: Female focus group participants indicated that there is currently a lack of parental involvement with school-aged children. Language is a barrier between Hispanic families and non-Spanish speaking school personnel. In addition, many of the parents were not educated in the United States and are therefore unfamiliar with the educational system. They also have difficulty complying with school demands because of lack of resources, including telephones and transportation. Children who fall behind in school become embarrassed and do not seek help. Parents have difficulty checking on their progress due to the barriers that exist between the parents and the schools. Children also face discrimination because of their clothes and language and even age barriers. One participant commented, “My brother dropped out of school. He was forced out because he was older than most of his peers.” (17 years old and in the 10th grade).

Participants across groups stressed the importance of parent involvement to improve the drop-out situation. Language barriers need to be addressed through parent education, bilingual school personnel and/or the availability of translators. Parenting

skills training, especially communication skills, is needed. Schools could offer employment opportunities for youth, similar to what is offered by Redlands Christian Migrant Association. Social service programs in the schools should be available, flexible and willing to adapt to families' needs. Program staff should be familiar with the needs of the community, be willing to work around the families' schedules and serve as a bridge between the families and schools or other professionals. Youth focus group participants also suggested an incentive program, to encourage school completion and which is supported by various agencies, sponsors and scholarships. Educating students as to the consequences of leaving school was also suggested, along with after school programs that offer tutoring, mentoring and constructive activities from bilingual personnel. Male participants stressed that a child's mentor or tutor should be the same person over-time, someone who guides the students studies and long-term goals beginning in elementary school.

Bilingual/Bicultural Personnel: Participants in a focus group of seasonal migrant workers indicated that accessing services is difficult due to the absence of bilingual/bicultural personnel. To access services in the hospitals, participants need translators and report having to wait longer for care because of the language barrier. They also reported that without special appointments with bilingual personnel at the unemployment office, they do not receive help and they are treated poorly by food stamp office personnel. Seasonal migrant workers reported being treated differently by the personnel of various agencies.

Education/Vocational/Technical Training: Participants reported that there are no vocational schools in their community that provide instruction in Spanish. The programs that are offered are provided exclusively in English. They recommended developing a vocational school that uses existing buildings and facilities. One participant commented that they are able to attend English language class, but only if they can pay for childcare. Male focus group participants emphasized the need for unity among community members and professional mentoring, stating: *"There is a lack of unity among community members. I think that if someone is a mechanic, he should take a student to teach him the basics, then the student in turn would develop these skills in school."*

These participants desire better salaries with less strenuous work and would be interested in bilingual services designed to improve their standard of living.

Affordable Healthcare: Participants reported that the cost of healthcare is high and there is little or no monetary assistance available. Those who cannot afford healthcare seek help from family members to pay their medical bills, use family remedies or postpone care altogether hoping that the person will improve without care. Typically, participants go to the clinic for help, unless the problem is serious and requires a trip to the hospital. They reported that there is a need for government assistance with healthcare costs, free medical services or coupons for visits to the doctor. Transportation is also a problem as are extended service hours. They indicated that there is a need for a community clinic which offers extended hours and transportation assistance, or a 24-hour facility like Tampa General Hospital, staffed with Spanish speaking personnel and offering assistance in completing paperwork.

Participants also believe that the healthcare that is available and provided should be the same for all individual regardless of whether or not they have insurance. One reported,

“Last year I had an accident and when I went to the hospital in Tampa I noticed that those who had insurance... were helped first, and those that didn’t were left lying on the beds. I saw that another lady who came in later that night on the helicopter, they also had her lying on the hospital bed. The medicine is not good if you don’t have insurance. They also send you home faster. Everyone should be treated the same way, regardless.”

Emergency Financial Services: When participants need emergency funds, they have very few options. They typically borrow money from friends, work odd jobs or seek help from social service facilities. The difficulty with the assistance available from the government is that the offices are only open until 5:00 p.m. and participants either cannot leave work or lose money when they leave work to seek assistance, thereby increasing the burden. Money is typically needed in emergency situations to pay rent, utility bills, and buy food.

Public Transportation: Participants frequently mentioned lack of public transportation as a barrier to service access. They indicated that their other options include riding a bicycle, asking someone for a ride, or walking. If they are unable to find transportation for an appointment, they have to reschedule for another time. One participant indicated that a local church recently held a fundraiser in order to purchase a van to offer regular transportation.

ASSESSMENT OF FORMAL RESOURCES/SUPPORTS

PROVIDER SURVEY

Purpose and Methodology: A list of citizen recipients was compiled through the data based maintained by the Hillsborough County Citizen Action Center, which identified providers located within the target area, by zip code. Catholic Charities then identified the agencies and/or organizations that were to be part of the mailing list. The partners and members of the South County Coalition and East County Network reviewed the list. A total of 103 providers were mailed a survey; 45 were completed and returned.

The survey (see survey in Appendix C) was designed to assess the availability of services in the following priority areas:

- Substance Abuse
- After School Hours Comprehensive Youth Development
- Drop-out Prevention
- Vocational Training
- Child Care
- Information and Referral
- Aging and Elderly Mental Health
- Children and Adults with Disabilities
- Domestic Violence

- Child protection and Child Abuse Prevention

Findings for East County by Service Type: Detailed findings for East county are depicted in a chart which can be found in Appendix C.

Substance Abuse Services: Two programs addressing substance abuse needs were identified in East county, DACCO and Crisis Center of Hillsborough County. These two providers offer outpatient treatment and support, school-based transportation, and a crisis hotline for all ages.

After-School Hours Comprehensive Youth Development*: Three providers were identified who address this priority need: YMCA, Hillsborough County Parks and Recreation and the Boys and Girls Club. These providers did not return completed surveys and therefore their services have not been detailed in this report.

*The majority of service providers in this service area also function as dropout prevention programs.

Vocational Training: Hillsborough County School District Adult Basic Education, Consumer Credit Counseling of the Florida Gulf Coast, Inc., Redlands Christian Migrant Association, and Migrant EVENstart all offer services in this priority area. They offer assistance in the form of vocational rehabilitation, adult education and budgeting/financial planning. Based on completed surveys, two of the three organizations have some bilingual capacity.

Information and Referral: The Hillsborough County Information Line, Crisis Center of Hillsborough County, and Hispanic Needs and Services Council (HNSC) provide information and referral through hotlines that are both comprehensive and specialized. All three reported having some bilingual capacity.

Aging and Elderly Services: Through a review of directories, agency brochures and surveys, the following programs for the elderly in East county were identified: Meals on Wheels of Plant City, Hillsborough County Citizens Action Center and Elder Help Line, Hillsborough County Department of Aging Services—Senior Adult Day Care Program, Community Care for the Elderly, Homemaker Services, and the Senior Citizens Nutrition and Activity Program.

Mental Health Services: Four mental health providers were identified in East county: Catholic Charities—Diocese of St. Petersburg, Inc., Hillsborough County Department of Children’s Services, Mental Health Care, Inc. (Bay Life and Panos Center), and Family Services Association. Based on completed surveys, three of these four agencies have consistent bilingual capacity.

Children and Adults with Disabilities: The State of Florida Vocational Rehabilitation, Hillsborough Association for Retarded Citizens, Self Reliance, and McDonald’s Training Center address the needs of children and adults with disabilities in

East county, by offering vocational rehabilitation, residential care, living skills training, peer counseling and support, employee training, and indigent legal services.

Domestic Violence: The domestic violence needs of East county residents are addressed through The Spring of Tampa Bay. The Spring offers victim outreach services and has some bilingual capacity.

Child Protection and Child Abuse Prevention: This priority need is being met in East county by Redlands Christian Migrant Association, Child Abuse Council, Inc., Childnet, and New Life Dwelling Place. These programs offer Head Start in several locations, residential care for families at-risk of child abuse/neglect and outreach and prevention.

Legal Services: Bay Area Legal Services offers civil and indigent legal services to residents of East county.

Dropout Prevention*: Migrant EVENstart has been identified as the only program offering drop-out prevention services in East county.

*A broader service area of After-school Hours Comprehensive Youth Development was defined after the analysis and it included drop-out prevention programs. Appendix C provides a comprehensive listing of programs available in East and South county.

Findings for South County by Service Type: Detailed findings for South County are depicted in a chart which can be found in Appendix C.

After-School Hours Comprehensive Youth Development: Eight different programs address this priority need in South county. They include: Child Abuse Council, Inc., Beth-El Farmworker Ministry, Hispanic Needs and Services Council Club Arriba, YMCA, City of Tampa Parks and Recreation Department, Boys and Girls Club, Redlands Christian Migrant Association, and Hillsborough County School District. They offer a variety of services, such as dropout prevention, mentoring, after-school latchkey and extended day care.

Vocational Training: Three different programs in South county are addressing this priority area. The state of Florida Vocational Rehabilitation, Hillsborough County School District/Adult Basic Education, and Consumer Credit Counseling of the Florida Gulf Coast, Inc. These programs provide various services, such as vocational rehabilitation, job training, language skills training, GED preparation, budgeting, and budgeting/financial planning.

Substance Abuse: In South county, substance abuse services are limited to a hotline operated by the Crisis Center of Hillsborough County, which also has limited bilingual capacity.

Drop-out Prevention: Programs providing dropout prevention services in South county include: Child Abuse Council, Inc.—Rainbow Top, Beth-El Farmworker

Ministry, Inc.—Education and Encouragement, and Hispanic Needs and Services Council Club—Arriba.

Information and Referral: Hillsborough Information Line, Crisis Center of Hillsborough County, and Hispanic Needs and Services Council are providing information and referral to South county residents through comprehensive hotlines and bilingual information and referral assistance.

Aging and Elderly Services: Five programs are addressing the needs of the elderly in South county: Hillsborough County Citizens Action Center - Elder Help Line, Hillsborough County Department of Aging Services - Senior Adult Day Care Program, Community Care for the Elderly, Homemaker Services, and Senior Citizens Nutrition and Activity Program.

Mental Health Services: Residents of South county can access mental health services through the Mental Health Care, Inc. (Bay Life), Catholic Charities, Hillsborough County Department of Children’s Services, Tampa Bay Academy, Columbia South Bay Hospital, By Life Ruskin and Family Services Association.

Children and Adults with Disabilities: Two programs offer services in this priority area: Hillsborough Association for Retarded Citizens, and McDonald’s Training Center.

Child Protection and Abuse Prevention: New Life Dwelling Place and Child Abuse Council, Inc. (Rainbow Family Learning Center and Rainbow Top) are the two programs addressing this priority area in South county. They offer residential care for families at risk of child abuse/neglect.

Domestic Violence: Mary and Martha House and The Spring of Tampa Bay address this priority area in South county.

Legal Services: Bay Area Legal Services is the only program addressing this priority area in South county.

ASSESSMENT OF INFORMAL RESOURCES/SUPPORTS

EMPLOYER SURVEY

Purpose and Methodology: Survey recipients were selected based on the Hillsborough/Tampa Planning Commission database. Employers were selected based on their reported employment of 10 or more employees. A total of 260 business names were identified in the target areas by zip code. Thirty-two surveys were returned, 29 of which were determined to be complete and were included in the findings. Twenty of those responding represented East county employers, while the remainder represented South county.

The employer survey was designed to do the following: 1) Identify the factors that employers believe affect the job performance of employees residing in East and South

county, and which could be improved through the provision of social services; 2) Collect information from employers as to which social services they believe would benefit their employees and their business the most; 3) Identify any steps respondents have taken or could take to address some of the social service needs of their employees; and 4) Obtain suggestions for strategies and solutions to improve the quality of life in rural communities.

Summary of Findings: Responding employers determined the factors affecting job performance among employees in rural communities to be: the need for affordable child care, vocational training, affordable and accessible health care, transportation, improved work ethic, English speaking skills, and legal services. Based on these factors, responding employers were asked to rank order these needs. The top five concerns of employers were childcare, substance abuse services, vocational and employment training, and information and referral services.

Respondents indicated having taken some steps as employers to address the problems, by providing fringe benefits, including providing/offering: health and dental insurance, 401K plans, life insurance and EAP, apprenticeship programs, scholarships, donations to community organizations, assistance with immigration paper work and ESL classes. They reported that although extended health insurance coverage for families was made available through their insurance programs, many employees could not afford the family premiums. In addition, respondents expressed a desire for more information about available services in the community, information that would allow them to refer their employees to the appropriate provider, when help is needed.

Respondents from East county indicated that improving the quality of life for their employees would result from improved housing options, English classes, crime prevention, more involvement by the Sheriff's Department, quality child care, improved 24-hour transportation, and adequate drinking water. South county respondents mentioned family recreation, a strong law enforcement presence, drop-out prevention services and outreach to the homebound.

East county respondents indicated that their employees were facing service gaps which included: flexible hours for service agencies, expanded school programs, bilingual personnel, vocational school, economic services, and 24-hour clinics. South county respondents identified economic assistance to pay for medication, affordable health care, substance abuse programs, mentorship and peer support programs. Respondents from both areas of the county agreed that community residents were motivated to work together to improve their own lives and the lives of other community residents.

CLUBS AND ORGANIZATIONS SURVEY

Purpose and Methodology: RSSP mailed surveys to clubs and organizations active in RSSP's target areas for the purpose of collecting information about the type of activities they implement, their sources of revenue, capacity to involve non-English speaking community residents, history of their involvement in the community and interest in collaboration with others to better serve residents in the rural areas.

The mailing list for these surveys was developed from the Tampa Hillsborough Online Resource Card Catalogue, Clubs and Organizations section. Forty clubs and organizations were identified in the target communities. Some of those identified

included: the PTA, Little League, Neighborhoods United (The Point), Strawberry Festival Organizers, and The Improvement League. Each of these organizations were mailed a survey with a request to complete. Follow-up reminders were mailed and telephone calls were made to increase response after the deadline passed. Twelve surveys were returned and included in the analysis.

Summary of Findings: Responding organizations indicated that they provide a variety of activities to support the residents of their communities. Several provide recreational opportunities for children and families, which include “butterfly gardens”, canoeing, camping, and bowling. Others offer students in rural communities exposure to the performing arts through summer plays, youth apprentice jobs, dance theater education, and a performing arts festival. Health education is also available, for the purpose of improving cardiovascular health and preventing cancer. Peer support, counseling, neighborhood beautification and community organizing and development were also available through these organizations and clubs.

Due to the limited number of respondents completing surveys, RSSP was unable to identify gaps in the types of activities available through these organizations and very few reported having Spanish speaking capabilities. However, a number of respondents were interested in collaborating with other organizations to establish a comprehensive network of services and supports to community residents.

CHURCH SURVEY

Purpose and Methodology: Churches of East and South county were mailed surveys which addressed the following topics: type and scope of ministries run by the church in the community, attempts to improve service access and participation, capacity to work with non-English speaking community residents, the existence and nature of volunteer activities and interest in collaboration.

The mailing list for these surveys was developed from the Florida Industry Directory, by the RSSP Coordinator. One hundred twenty-two surveys were mailed. Follow-up reminders were mailed and telephone calls were made to increase response after the deadline had passed. Ten surveys were returned and included in the analysis.

Summary of Findings: Responding churches indicated that their ministries touch on a variety of resident needs. Pastoral care for parishioners was fairly standard. Other ministries include bereavement, a soup kitchen, outreach to AIDS patients, a heart ailments support group, collections to pay for eyeglasses, financial/parenting seminars, a clothes closet, computer assistance for students, counseling and teaching, mission outreach, school supply distribution, emergency economic assistance, referrals, and emergency food assistance. There are also a number of programs offered through these churches, including a crisis pregnancy center, senior adult housing centers, Spanish to English classes, after school care for migrant children, and all housing authority services (offered through the United Community Church which functions as the Wimauma Housing Authority).

Due to the limited number of completed surveys, the information as to gaps in service availability was incomplete and could not be reported. There was also some indication that public knowledge of the availability of these ministries and programs was

minimal and that the churches are restricted in their capacity by lack of funding, lack of personnel and language barriers. The churches responding to the survey were interested in collaborating with other organizations and agencies to improve the services available to rural residents.



APPENDIX A:

RURAL SOCIAL SERVICES PARTNERSHIP MEMBERSHIP ROSTER

Bay Area Legal Services

Isabel Tassi
PO Box 249
Wimauma, FL 33598
Phone: 634-6044

Bay Area Legal Services, Plant City

Jane Kelly
1001 E. Baker Street, Suite 200
Plant City, FL 33566
Phone: 752-1335

Catholic Charities

Margo Parisi
2021 E. Busch Blvd.
Tampa, FL 33612
Phone: 631-4399

East Hillsborough Network & Catholic Charities

Rosa Ramirez
1107 U.S. Highway 41 N
Ruskin, FL 33570
Phone: 671-5250

Consumer Credit Counseling Services

Karin M. Claassen
5201 W. Kennedy Blvd., Suite 110
Tampa, FL 33609-1860
Phone: 289-8923 Ext 36
Fax: 289-6452

Family Support/ Travelers Aid Hillsborough County Crisis Center

Family Support/Travelers Aid Program
Donna Todd
3131 N. Boulevard Ave.
Tampa, FL 33603
Phone: 273-6506
Fax: 276-1913

Louis de la Parte Florida Mental Health Institute

Marcela Gutierrez-Mayka
Dept. of Child and Family Studies
13301 Bruce B. Downs Blvd.
Tampa, FL 33612-3899
Phone: 974-0079/974-4651

Hillsborough County Citizen Action Center/ Hillsborough Information Line

Sandra Charbonnier-Stutler
601 E. Kennedy Blvd., 28th Floor
Tampa, FL 33602
Phone: 272-6698

Hillsborough County Citizen Action Center/ Hillsborough Information Line

Sadie Jackson
601 E. Kennedy Blvd., 28th Floor
Tampa, FL 33602
Phone: 272-2566

Hillsborough County Schools—Adult Migrant Education

Richard Harrison
3224 San Jose Mission Drive
Dover, FL 33527
Phone: 757-9480

Hispanic Needs & Services Council

Maria Pinzon, Executive Director
Maria Cristina Montenegro,
Program Coordinator
2700 N. MacDill Ave., Suite 108
Tampa, FL 33607
Phone: 876-7223

Redlands Christian Migrant Association Family Support

Miguel Fuentes
South County Project Director
301 Highway 41 South
Ruskin, FL 33570

Redlands Christian Migrant Association

Myrta Rivera
South County Coordinator
PO Box 207
Ruskin, FL 33570

Redlands Christian Migrant Association

Lourdes Villanueva & Carla Botner
East County Coordinator
1309 W. Wheeler
Plant City, FL 33566
Phone: 707-7006

Self-Reliance, Inc.
Center for Independent Living

Linda Villagra
12310 N. Nebraska Ave.
Suite F
Tampa, FL 33612
Phone: 975-6560

State of Florida
Division of Vocational Rehabilitation

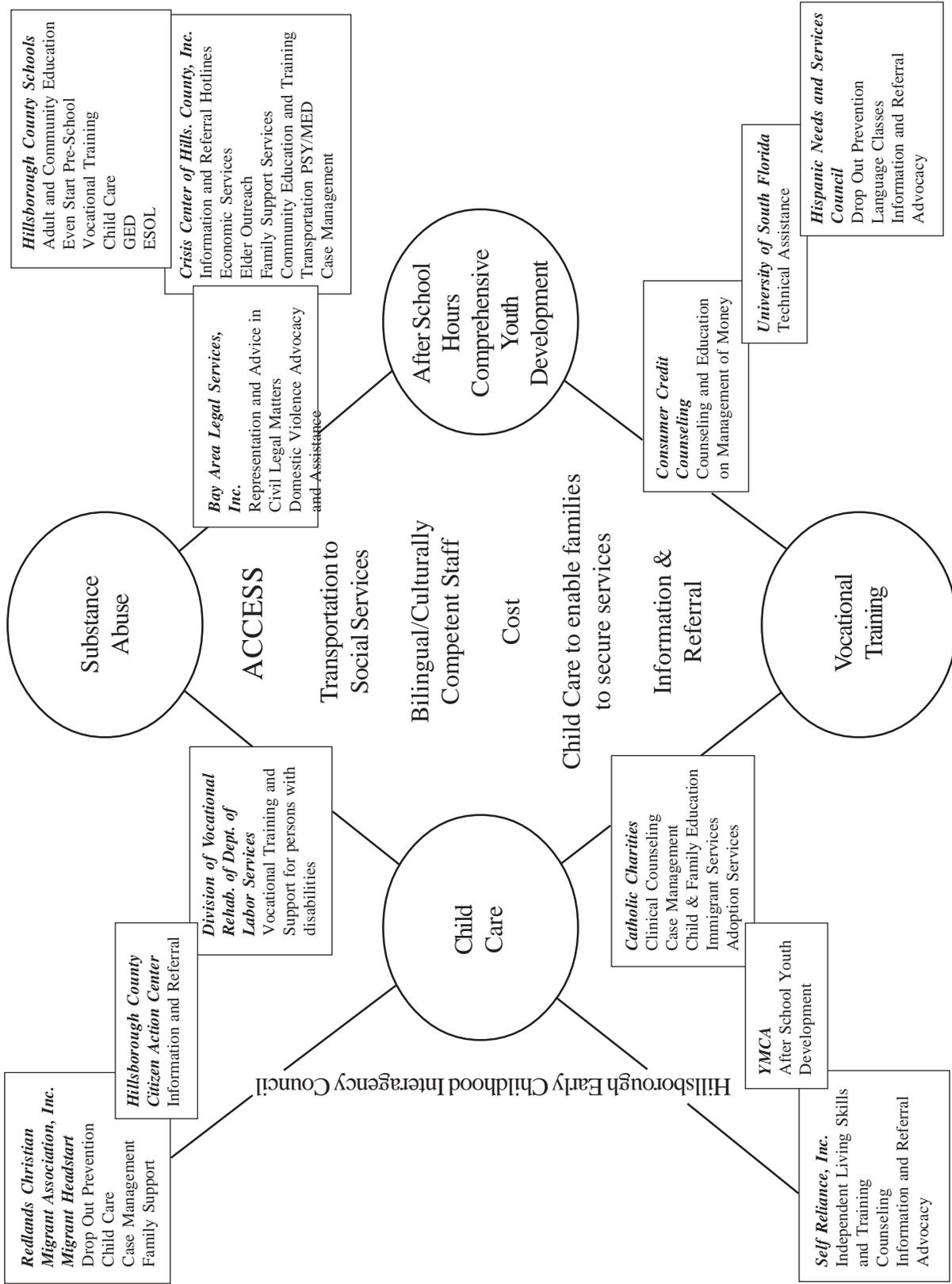
Janet Sanchez & Edwin Riviera
102 Southern Oaks Blvd.
Plant City, FL 33566
Phone: 757-9019

YMCA Central

Mark Dufva
110 Oak Street
Tampa, FL 33602
Phone: 224-9622

Strategic Leadership

Bruce Strahl, Facilitator
3001 Bay Villa
Tampa, FL 33611
Phone: 757-3871





SERVICES AVAILABLE, EAST COUNTY

Service Domains

Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization
Substance Abuse	DACCO	Outpatient treatment, client support, translating (volunteer)	All ages	Sliding scale	1 Spanish	No data	Yes Interested in collaborating Network -- Plant City	Capacity: 30: Utilization: 27
	Crisis Center of Hillsborough County	Substance Abuse Hotline	All ages	None	Yes, limited	Yes	No data	No data
After-school Hours Comprehensive Youth Development	YMCA	Licensed child care	All ages	Sliding scale	No data	Yes Program Leadership, sports coaches, help with special events	Yes	No data
	Hillsborough County Parks & Recreation	No data	No data	No data	No data	No data	No data	No data
	Boys & Girls Club	No data	No data	No data	No data	No data	No data	No data
Vocational Training	Hillsborough County School District Adult Basic Education	ESOL, GED, parenting	18-55+	70% LLSL	Yes	Yes, tutors	Yes, Advisory Board	Capacity: 50 Utilization: 50
	Consumer Credit Counseling of the Florida Gulf Coast, Inc.	Budgeting, financial planning	4-55+	N/A	Yes	Yes works with Public School Outreach programs through SERVE	Yes Encourages participants to attend budgeting workshops from the community	Capacity: 25 (33527) Service utilization: 15 (33527)
	Redlands Christian Migrant Association	Dover Migrant Head Start; Plant City Migrant Head Start; Westside Village Child Care Center	6 weeks to 2 yrs old	No data	Dover: 3 Plant City: 3 Westside: 4	Dover: read to children, classroom help, clean, field trips, parties, kitchen help, etc.	Interested Parent involvement in Head Start	No data
	Migrant EVENStart	No data	All	No charges	1	Yes, tutors	Seeking collaboration and community participation	No data

SERVICES AVAILABLE, EAST COUNTY

Service Domains

Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization
Information and Referral	Hillsborough Information Line	Comprehensive I&R (7:30 to 6 PM M-F) Elder Helpline	All ages	No fee	Yes	Yes	No	No data
	Crisis Center of Hillsborough County	Hotline of Hillsborough, Specialized I&R (24 hours, 7 days) --Homeless --Substance Abuse --Suicide --Rape --Parent --Teens --Eldernet Crisis Counseling Walk-In Services	All ages	No fee	Yes, limited	Yes	No data	No data
Aging and Elderly Services	Hispanic Needs and Services Council	Specialized I&R for Spanish-speaking 8-5/M-F	All ages	No fee	Yes	Yes	No data	No data
	Meals on Wheels of Plant City	Meals	All ages but primarily elderly	Pay what they can Fees are on sliding scale	One	Yes. Pick up and delivery of meals and clinical support	Yes	96
	Hillsborough County: Citizens Action Center Elder Help Line	No data	All ages	None	1 professional, 1 para-professional	Yes, clerical support	Yes	N/A
	Hillsborough County Dept. of Aging Services - Senior Adult Day Care Program	Senior adult day care	60+	None Eligibility: Isolation, physically, socially or mentally impaired	No data	No data	No data	N/A

SERVICES AVAILABLE, EAST COUNTY

Service Domains

Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization
Aging and Elderly Services (continued)	Community Care for the Elderly	Care for the elderly	60+	Assessment of need Fees: sliding scale	No data	No data	No data	N/A
	Homemaker Services	Services for the elderly	60+	None Referral through Elder Helpline	No data	No data	No data	N/A
	Senior Citizens Nutrition and Activity Program	Services for the elderly	60+ and handicapped 18-59	None	No data	No data	No data	N/A
Mental Health Services	MHC Panos Center	No data	4+	Sliding scale	1 professional	No data	Yes	400
	Catholic Charities, Diocese of St. Petersburg, Inc. Plant City and Dover	Clinical, counseling, case management, life skills education	All ages	Fees: none Not chronically mentally ill	1 professional	Clerical support	Yes	40 cases/families
	Hillsborough County Dept. of Children Services	No data	4-17	N/A	1 professional	N/A	Yes	N/A
	MHC Bay Life Plant City	Medication clinic	18+	Sliding fee	Scheduled availability only	No data	Yes	Medical clinic: 480 Case management: 45
	MHC Bay Life Adult Center, Plant City	Drop-in and day treatment	18+	Sliding fee	1 Supervisor	No data	Yes	Drop in: 45 Day treatment: 24
	Family Services Association, Brandon	Clinical counseling	All ages	Sliding scale	1 professional	No	Yes	105

SERVICES AVAILABLE, EAST COUNTY

Service Domains									
Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization	
Children and Adults with Disabilities	State of Florida Vocational Rehabilitation	Vocational rehabilitation	18+	Sliding scale	1 Spanish	Clerical duties	Interested	(all six ZIP codes in East county) Capacity: 625 Utilization: 213	
	Hillsborough Assoc. for Retarded Citizens	Residential facility	13+	N/A	1 Spanish	Yes: help w/special trips and events	Interested. Clients encouraged to volunteer in the community	No data	
	Self Reliance	Living skills training, peer counseling and support	18+	N/A	1 Spanish	Peer support and counseling	Interested	No data	
	MacDonald Training Center	Employee training	18+	Non-negotiable	1 Spanish	N/A	Interested in collaborating	Capacity: 50 Utilization: 25	
Domestic Violence	The Spring of Tampa Bay	Victim outreach services	All ages	None	1 Spanish	N/A	Interested	total of 40 in six ZIP codes	
Child Protection and Child Abuse Prevention	Redlands Christian Migrant Association	Dover Migrant Head Start; Plant City Migrant Head Start; Westside Village Child Care Center	6 weeks to 2 years old	No data	Dover: 3 Plant City: 3 Westside: 4	Dover: read to children, classroom help, clean, field trips, parties, kitchen help, etc.	Interested. Parent involvement in Head Start	No data	
	Child Abuse Council, Inc.	Choices for change	18-55	N/A	N/A	N/A	Interested	Dover: 100	
	New Life Dwelling (countywide, located in Thonotosassa)	Residential for families at-risk of child abuse/neglect; Outreach	Mothers 16+; Children 0-8	No fee HRS-referred only	No data	No data	No data	No data	
Childnet	Childnet	Case management	Parents and children	No fee	1	No data	No data	Capacity: 30 Utilization: 134	

SERVICES AVAILABLE, EAST COUNTY

Service Domains

Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization
Legal Services	Bay Area Legal Services	Civil legal services	All ages	No charges if meets Federal poverty line of 125% poverty level	Civil Legal Services: 1 Spanish	Legal interns Volunteer lawyer program	Interested It does community outreach	Capacity: Civil Legal Services: 110 Utilization, Indigent Legal Services: 85

SERVICES AVAILABLE, SOUTH COUNTY

Service Domains

Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization
After-school Hours Comprehensive Youth Development	Child Abuse Council, Inc. Rainbow Top	Therapeutic developmental child care, parenting	0-3, 13-17	No charges	No data	Yes	Seeking collaboration Pursuing community participation	No data
	Beth-El Farmworker Ministry	Dropout prevention	4-55	No data	Yes	Yes, tutors, office aides	Yes Involved in South Co. Coalition, Homes for Hills., CBHC, Suncoast Health Centers	Capacity: average of 120 (4 ZIP codes) Utilization: average of 120 (4 ZIP codes)
	Hispanic Needs and Services Council Club Arriba (Eisenhower and Ruskin Elementary)	Dropout prevention Mentoring	6-17	No data	Yes	Yes tutoring, mentoring	Yes	No data
	YMCA (Ruskin Elem.)	After school latchkey at Ruskin Elementary	6-11	No fee	No data	No data	Yes	No data
	Parks & Recreation Department	No data	No data	No data	No data	No data	No data	No data
	Boys & Girls Clubs (Riverview/Gibsonston)	No data	No data	No data	No data	No data	No data	No data
	RCMA (Eisenhower, Ruskin & Wimauma Elementary)	After school	6-17	No fee	No data	No data	No data	No data
	Hillsborough County School District	After school/ extended day	No data	No fee	No data	No data	No data	No data

SERVICES AVAILABLE, SOUTH COUNTY

Service Domains

Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization
Vocational Training	State of Florida Vocational Rehabilitation	Vocational rehabilitation	18-55 56+	N/A	No data	No data	Interested	Capacity: average of 104 (6 ZIP codes) Utilization: average of 40 (6 ZIP codes)
	Hillsborough County School District Adult Basic Education	Job training Language skills GED	18-56+	70% LLSIL	Yes	Yes, tutors	Yes, Advisory Board	Capacity: 50 Utilization: 50
	Consumer Credit Counseling of the Florida Gulf Coast, Inc.	Budgeting Financial planning	4-55+	N/A	Yes	Yes Works with Public School Outreach programs through SERVE	Yes Encourages participants to attend budgeting workshops from the community	Capacity: 25 (33527) Service utilization: 15 (33527)
Substance Abuse	Crisis Center of Hillsborough County	Substance abuse hotline	All ages	No fee	Yes, limited	Yes	No data	No data
Information and Referral	Hillsborough Information Line	Comprehensive I&R (7:30-6 PM M-F) Elder Helpline	All ages	No fee	Yes	Yes	No	No data
	Crisis Center of Hillsborough County	Hotline of Hillsborough, Specialized I&R (24 hours, 7 days) --Homeless --Substance Abuse --Suicide --Rape --Parent --Teen --Eldernet Crisis Counseling Walk-in Services	All ages	No fee	Yes, limited	Yes	No data	No data
	Hispanic Needs and Services Council	Specialized I&R for Spanish-speaking 8-5 M-F	All ages	No fee	Yes	Yes	No data	No data

SERVICES AVAILABLE, SOUTH COUNTY

Service Domains									
Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization	
Aging and Elderly Services	Hillsborough County Citizens Action Center Elder Help Line	Help line	All ages	No fee	1 professional 1 para-professional	Yes, clerical support	Yes	N/A	
	Hillsborough County Dept. of Aging Services Senior Adult Day Care Program	Senior adult day care	60+	No fee Eligibility: isolation, physically, socially or mentally impaired	No data	No data	No data	N/A	
	Community Care for the Elderly	Care for the elderly	60+	Sliding scale Assessment of need	No data	No data	No data	N/A	
Mental Health Services	Homemaker Services	Services for the elderly	60+	No fee Referral through the Elder Helpline	No data	No data	No data	N/A	
	Senior Citizens Nutrition and Activity Program	Services for the elderly	60+ and handicapped 18-59	None	No data	No data	No data	N/A	
	Catholic Charities Diocese of St. Petersburg, Inc. Ruskin Office	Clinical, counseling, case management, life skills education, immigration services, adoption	All ages	No fee Non-chronically mentally ill	3 professionals 1 support	Yes, clerical	Yes	70 cases/families	
	Hillsborough County Dept. of Children's Services	No data	4-17	N/A	1 professional	N/A	Yes	N/A	

SERVICES AVAILABLE, SOUTH COUNTY

Service Domains

Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization
Mental Health Services (continued)	Tampa Bay Academy - Residential Treatment (countywide)	Residential treatment	4-17	Per diem by contract	Spanish: 4 profess., 10 para-profess.; Creole: 1 para-profess.; Sign lang: 6 profess., 20 para-profess.	N/A	Yes	N/A
	Columbia South Bay Hospital (Mature Adult Counseling Center)	Mature adult counseling	56+	No fee	None	N/A	Yes	22
	MHC Bay Life South County	Drop-in, Day treatment, Case management, limited counseling, medical evaluation	18+	Sliding fee	1 BA level counselor, 1 Supervisor	N/A	Yes	Drop-in: 20 Day treatment: 8 Case management: 80 Counseling: 30
Children and Adults with Disabilities	Family Services Association, Brandon	No data (social services and mental health)	All ages	Sliding scale	1 professional	No	Yes	All east and south county ZIP codes
	Hillsborough Association for Retarded Citizens - Riverview	Residential facility	13+	N/A	1 Spanish	Help with special trips and events	Interested Clients encouraged to collaborate in community	No data
	MacDonald Training Center	Employee training	18+	Non-negotiable	1 Spanish	N/A	Interested	Capacity: 50 Utilization: 25
Child Protection and Child Abuse Prevention	New Life Dwelling (countywide, located in Thonotosassa)	Residential for families at risk of child abuse/neglect	Mothers 16+; Children 0-8	No fee HRS-referred only	No data	No data	No data	No data
	Child Abuse Council, Inc. Rainbow Family Learning Center	No data	0-3 18-55 56+	No charges	1 PS	No data	No data	Capacity: 15 Utilization: 12

SERVICES AVAILABLE, SOUTH COUNTY									
Service Domains									
Service Area Priorities	Program	Service Offered	Age Group	Income Eligibility	Bilingual Capacity	Volunteers	Collaboration	Capacity/Utilization	
Child Protection and Child Abuse Prevention (continued)	Child Abuse Council, Inc. Rainbow Top	No data	0-3 13-17	No charges	No data	Yes	Seeking collaboration Pursuing community participation	No data	
	Domestic Violence	May and Martha House	ES: all TH: 18+	No charge	2 Spanish 1 Creole	ES: clerical work, sales work, serve as friends to clients, transportation, household supplies, pick up donations TH: transportation, general maintenance, mentors, office work	ES: South County Coalition, Homeless Prevention, Citizen Advisor Council, ESCOT, MAPP	No data	
Legal Services	The Spring of Tampa Bay	Victim outreach services	All ages	None	1 Spanish	N/A	Interested	40 countywide (33547, 33565, 33569, 33570, 33593, 33598)	
	Bay Area Legal Services	Civil legal services	All ages	No charges if meets Federal poverty line of 125% poverty level	No data	No data	Interested	No data	