Consumer Needs and Gaps Symposium
August 12, 2016

Summary Document

Homeless Initiative Program
Human Services Department, Community Partnerships

Written by Ijias and drawn by Janice.
“I have a voice and feelings like you”

Prepared by:
Mona Gordon and Joe Farone
Broward County Facilitators
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- **Data Collected** 5-21
- **Participants** HIP Records
- **County Employees** 22
Homeless Initiative Program, Community Partnerships, Human Services

Date, 2007
8:30 am – 4:30 pm
Location: Facility, City

AGENDA

- Welcome from Michael Wright
- Meeting Setup
- Needs Questions
- Demographic Survey
- Next Steps
Introduction

In June 2016, Broward County Facilitators (BCF) was contacted by Homeless Initiative Program/Human Services Department, requesting assistance in facilitating a meeting for the Homeless across the County. The overall purpose of the meeting was to identify how Broward County services are meeting the needs of the homeless. How we can improve the services to help the homeless how they can improve services to the homeless and help them find the stability to leave the cycle of homelessness.

Meeting Objectives

1. Identify the unmet needs of the County homeless
2. Clarify obstacles to obtaining services offered to homeless in the County
3. Document the homeless perspective of services being provided in the community
4. Capture the homeless participants ideas to match services to their needs

Facilitation Process and Results

The meeting took place in the Main Library in Broward County and thirty-nine participants comprised a diversified group of homeless people from across the County. The group represented families, teenagers, elderly, men and women of all ages. Eight facilitators and scribes facilitated eight tables with different numbers of small groups at each table.

Director, Michael Wright welcomed the participants and presented the purpose of the meeting. The meeting consisted of two major segments. The first segment provided answers to five questions (See exhibit A) with one optional question at the end. The answers to the questions (See exhibit B) allowed the participants to provide information on their experience with homelessness in the County and the services they have utilized. All of the data collected will provide the information for the Homeless Advisory Committee for guidance on 2018 funding.
Exhibit A-Flipchart results are included below:

**Question A: What Services provided by the community do you use?**

<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day care</td>
</tr>
<tr>
<td>Clothing Wednesdays</td>
</tr>
<tr>
<td>Like families separated from the singles for safety reasons</td>
</tr>
<tr>
<td>Individual classes for singles on how to handle homelessness</td>
</tr>
<tr>
<td>In-house co-op babysitting from mothers and dads</td>
</tr>
<tr>
<td>Emotional support classes for singles help me move forward- helps roller coaster feelings</td>
</tr>
<tr>
<td>School supplies</td>
</tr>
<tr>
<td>Free clothes washing</td>
</tr>
<tr>
<td>Bag lunches I can eat as a snack at night when I’m hungry</td>
</tr>
<tr>
<td>Bus passes</td>
</tr>
<tr>
<td>Lunch for the children</td>
</tr>
<tr>
<td>Community meetings</td>
</tr>
<tr>
<td>Hope South Florida Run Elder house in Duplex</td>
</tr>
<tr>
<td>Families on another site</td>
</tr>
<tr>
<td>Can come and go on your own schedule</td>
</tr>
<tr>
<td>Connections to Workforce One for training</td>
</tr>
<tr>
<td>Overnight shelters</td>
</tr>
<tr>
<td>Transportation</td>
</tr>
<tr>
<td>Library – computers, newspapers, restrooms</td>
</tr>
</tbody>
</table>
- Clothing
- Hygiene
- 211 homeless outreach
- Churches – feeding & clothing
- Medical care
- Veterans services
- Help in obtaining identification
- Henderson mental health
- Drug & alcohol rehab
- Life-net for meals & showers
- Yellow house for medications, bus passes
- Rape counseling
- Second Chance Society
- Vocational rehab
- WIC
- Discounted membership program at YMCA
- Outreach services from the police department
- Dental
- Emergency health care
- Health insurance W-80 & W-72
- Legal aid
- Social security
- Food stamps
- Case management
- Counseling – mental health, spiritual, vocational
- Education
- Employment services
- Food – the necessities provided by Hope South Florida, Love and Action, and Love Thy Neighbor
- Library access – This library here is closed too much (often)
- *Housing/Shelter – number 1 priority
- All services listed on the Homeless Resource Guide – provided by BSO
- Also the county – 211 – “Everything that we use is on that guide”
- The Yellow House/Coalition to End Homelessness
- The Co-op – meals, showers, Social worker and food stamps
- The Task Force
- Broward Health for Medical (Anywhere north of 84) and Memorial Hospital for anywhere south of 84
- Unable to use services due to background/record
- Rehab services
- Food benefits
- HAC computer labs BPHI
- Transportation
- Psycgward-Behavioral health
- Great Case Managers ***
- Connection to job leads ***
- Educational services
- Housing Programs
- Library cards
- Bus passes – very important
- Legal aid/legal assistance
- Shelters ***
- Homeless shelters for seniors – similar to transitional housing
- Family services ***
- Seminar/events that educate about homeless assistance, programs available in the community
- Services for Obtaining Id, ss, birth certificates, etc ***
- Clothing general and professional
- Personal hygiene services
- Medicaid
- Library Resources - the participants utilize the following services/programs at the libraries:
  - Computers
  - WiFi

**Covenant House (CH)** – the participants utilize the following resources/services/programs at the CH:
- Housing
- Bus passes
- *GED/Education Services – the Youth Enrichment Services program offers classes towards getting their GED and offers assistance with testing fees
- *Job Search/Training Services – the Youth Enrichment Services program offers classes on job readiness
- Parenting Classes
- Therapy/Counseling
- Medicaid
- Food Stamps
- Clothing
- Food/Meals
- Showers
- Compass for Life (life skills instruction)
- Building unions
- Business Meetings (Jobs)
- Healthcare Services (medication, physicals, etc.)
- Free Identifications (Social Security Number, Birth Certificate, Photo ID)
- HIV Testing and Awareness
- Clinics/Doctors
- Covenant House Addiction Management Project (CHAMP) - Drug Awareness Program
- Recreation/Game Room
- Programs, such as Anger Management
- Planned group activities such as going to the beach or the movies
- Hygiene supplies such as soap, deodorant, etc.
<table>
<thead>
<tr>
<th>Rooms with beds and air-conditioning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathrooms</td>
</tr>
<tr>
<td>Library/Game Room</td>
</tr>
<tr>
<td>*Right of Passage Apartment Living (ROPAL) – offers youth assistance getting apartment on their own</td>
</tr>
<tr>
<td>Tuition assistance with Broward College</td>
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<tr>
<td>Transportation</td>
</tr>
<tr>
<td>Daycare for kids</td>
</tr>
<tr>
<td>Point system/rewards for doing chores</td>
</tr>
<tr>
<td>Serenity room</td>
</tr>
<tr>
<td>Case Management</td>
</tr>
<tr>
<td>*corporate feeding place</td>
</tr>
</tbody>
</table>

| South Broward outreach center – Helps get ID, counseling classes, clothing, caseworkers to help you, help you get OBAMACARE, have showers, all you have to do is take your body there, church, AA/NA, MH (Mental Health) people, transportation to and from, bus passes, food stamps, they help you, they teach you how to do it, up to you if you do it or not, legal aid. |
| Obtain Birth Certificates, SS cards, ID |
| Different outreach programs, housing solutions to help you with rent 1st/last, furniture, BOC (Broward Outreach Center) links you to get this assistance; just can’t walk up; have to be doing something; help you get job and prepare you to get a job; help with resumes, reading email. |
| *= used while living on the street |
| Go there + participate + they will help you |
| BOC (Broward Outreach Center) 60 day program – they help you; shows you how to live a normal life after; help prepare you for after |
| If doing the right thing and doing what you need to do they will give you more time to be a real productive member of society |
| Classes M-F 9-3 about many things – banking, HIV centers (Pompano north + BOC south) |
| Immunizations                      |
| 2x year open door policy – want to come off streets can come in |
| Veterans-urban league – sacred trust thru VA – will help you get HUD Fast (housing) |
| Keystone                           |
| Like county libraries + wifi; public transportation; bus passes |
| Food + clothing programs are good (BOC very good) for people- overnighters |
| Jubilee fills in the gaps, food, clothing, lunch on days needed |
| BOC-mail can be sent there  |
| Director of BOC was homeless so he knows what’s needed |
| Insurance                          |
| Computer Lab at library Center     |
| Doesn’t know what and where services are? **** |
| Task Force, grateful that it is there for help, gets overnight shelter @ BOC North/South **** |
| BOC Pompano                        |
| Everything is at the HAC (Housing Assistance Center) ** |
| Self-improvement Classes @ BOC ** |
| COOP – Gives access to apply for: |
- Food Stamps and Bus Passes. Food Bank and Clothing.  **
- Monthly Bus Pass, assist with getting a birth certificate and FREE cell phone.  **
- St. Lawrence Church – Computers, AC, a place to go... when you have no place to go during the day. *
- Free Trolley
- Free Community Bus / Pompano  ***
- 7th Avenue Clinic
- ER – the closest one
- BOC Pompano – offers Health insurance while you stay.

<table>
<thead>
<tr>
<th>Insurance W72-W80</th>
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<tbody>
<tr>
<td>TOPS (Transportation)</td>
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<tr>
<td>Birth Certificate</td>
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<tr>
<td>ID*</td>
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<tr>
<td>Social Security</td>
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<tr>
<td>DCF- Food Stamps- 80 hours Community Service</td>
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<tr>
<td>Shelters (Housing)*</td>
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<tr>
<td>Resources- Call Centers</td>
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<tr>
<td>12-Step Program (Recovery)*</td>
</tr>
<tr>
<td>Mental Health</td>
</tr>
<tr>
<td>Education/Job Training*</td>
</tr>
<tr>
<td>Health- Clinics- 7th Avenue and others</td>
</tr>
<tr>
<td>Bus Passes – Bus system*</td>
</tr>
<tr>
<td>Legal Aid (provides housing, legal advice, insurance, advocacy services)*</td>
</tr>
<tr>
<td>“Little House”- Insurance, Doctors, Prescriptions</td>
</tr>
<tr>
<td>“Yellow House” – Bus Passes, Doctors</td>
</tr>
<tr>
<td>Section 8</td>
</tr>
<tr>
<td>Employment- Workforce One*</td>
</tr>
<tr>
<td>Free Trolley</td>
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</tbody>
</table>
**Question B: Are there services you would like to use, but it is too difficult to get the services?**

- Skill building courses
- Method to stock food
- Life building skills on taxes, money management, how to save money, how to open a checking account and write a check
- Difficulty in acquiring housing because rents are too expensive compared to incomes. First, Last and security program offered can’t help if you don’t want to live in a dangerous neighborhood.
- Need more affordable housing where you don’t have to worry about your safety
- Meals
- Overnight shelters
- Transportation
- Library – computers, newspapers, restrooms
- Clothing
- Hygiene
- 211 homeless outreach
- Churches – feeding & clothing
- Medical care
- Veterans services
- Help in obtaining identification
- Henderson mental health
- Drug & alcohol rehab
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- Dental
- Emergency health care
- Health insurance W-80 & W-72
- Legal aid
- Social security
- Food stamps
- Case management
- Counseling – mental health, spiritual, vocational
- Education
- Employment services
- Phones – no phone and limited communication devices make it hard to find jobs
- Bus passes – too many conditions on getting bus passes, only one per week, too expensive
- Housing services for single men hard to find. Have to be a family or abused woman.
- Driver’s license – costs too much, needs to be free
- Overnight shelters for families
- Showers
- Access to permanent housing
- Funding
  - The Library here is closed too much. The accessibility to county /college libraries is limited because of the hours.
- Access to free transportation – A day pass is $5.00!
- Bus program is difficult to access – too much paperwork
- There is only 2 assistance centers for bus passes and there are none in Hollywood.
- One Ride Pass – ONE! – “You can’t get back”, “if there is a connection you cannot take next connection.” Agency you go to should issue you a return ticket. It’s be easier to issue all day bus passes. They eliminated the 10 day bus pass. The balance on a 7 day pass does not carry over past the 7 days.
- Funding for food stamps, is being cut off because the requirements are too much i.e. “80 hours of community service hours to get $194 in food stamps It is ridiculous!”
- Shelter stay has been cut to 2 months which is not enough time to rebuild their lives.
- Housing Program i.e. Susan B Anthony – habitual violent offender ***
- VI SPADAT lower scores prevent you from housing – barrier ***
- Housing 60 day program – the way the program is structured pay prevent some homeless person from using important services. ***
- Some services only target specific groups
- 60 day shelter time is not enough
- Covenant House provides everything as long as you stay clean (i.e. drug free) and follow the plan/rules.
- If you request something at the Covenant House, just need to let them know why you need it. If the request is reasonable, they will most likely get it for you.
- Residents at the Covenant House know not to ask for certain things they won’t get.
- Housing-not enough funding; can’t get in; it comes and goes, not enough resources/space
- Bus passes; sometimes have to wait to get one; apply land have to wait; not timely; difficult to get
- Transportation-only 1 van-need more (at facility)
- Use of the internet – it can be limited access what you can do – need outside access to apply for jobs
- Free wifi service area is too small – limited or no access – should be system to earn access
- Need wifi hotspots so can use phones in public
- Limited availability of housing (only 25 landlords)
- Phone landline access
- Need more people who accept section 8
- Have a list you can call to see if housing units available instead of having to go + see – list so you can choose
- More Hours for Computer lab
- 30-60 day programs to stay, (Salvation Army)
- Time limited need for Case Managers to assist in developing permanent solutions and resolving problems.
- Addressing the causes of Homelessness and having a solution in place. (reference the mental illness problems, clients do not like to be mixed with them)
- Broader access to Food Stamps, some get it and some don’t.
- Bus Passes difficult to get. (Case Manager) / Transportation complicated and takes too long.
- Access to: Housing, Medical Care and Insurance.
- More employment opportunities
- ### NO SERVICES FOR MENTAL HEALTH NEEDS – or HOW TO FIND, Henderson was mentioned?
- Bus Passes- If you are in a 12-step program there are not enough days left to use it to go on interviews
- Broward Outreach Center- Getting there is a challenge also due to limited days on bus passes
- Restaurants- due to lack of money
- Housing- Services too short, only 30 to 60-day stays are offered
- Most services in general require an ID, which is difficult if you are from out of state
## Question C: Are there any services you wish were available?

- Public housing Homeless Services working with Section 8 to make affordable housing for the homeless.
- Professional volunteers to teach courses, and college internships offering courses to the homeless.
- Grants for those that are homeless and want to start a business.
- Specifically specialized tailored services – right now it is a one size fits all approach to providing services.
- Tiny home communities.
- Debt relief, especially in the case of student loans.
- Week long shelters – overnight shelters make people leave each day with all your belongings and return in the evening even if you know you need shelter for a week.
- Partnership between emergency shelters and permanent housing providers to streamline the efforts to get permanent housing.
- A national website that advocates for the homeless.
- Better integration of services through use of technology.
- ID tags to give clients that are registered with the County discounts in stores.
- An open line of communication between funders and clients and more client interaction with sponsor agency to take sure money is being used wisely and as intended.
- Individual shelters with specified care plans: separate shelter for mentally ill, for drug & alcohol, for those recently released from prison, for veterans and for families.
- Kitchens in shelters to prepare fresh food.
- Undercover investigators from agency funding the service provider, like Undercover Boss.
- Exit service survey to give feedback.
- More inspections by Federal Agencies – health, sanitary, medical inspections.
- *Portable bathrooms/showers – number 3 priority.
- A place where you can get out of the elements that does not involve criminal activity or getting robbed.
- Storage for personal items/ locker system downtown.
- *A daily center/homeless drop-in center – number 3 priority.
- Informational flyers in the elevators.
- More case management.

### Breakdown of programs based on various situations:

1. Physical
2. Families
3. Mental
4. Recovery
5. Rehab
6. Chronic Homelessness

### More case management
- Flexible programs.
- More qualified staff to provide assessment for housing programs.
- More case managers/ intake personnel.
- Quicker connection to case managers/ intake personnel.
- Case management with mandatory checking/savings account requirement.
- More seminars from agencies such as urban league.
- For housing purposes breakdown programs based on issues.
- Shelter for everyone who has successfully completed housing programs.
- Equal shelter for everyone.
- Equal shelter opportunity for those with criminal background.

The participants wished the following resources/services/programs were available at the Covenant House:
- Have Covenant House pay their cell phone bill
- Have their own TVs in their room
- More flexible rules and schedule
- Later curfew
- Later dinner time
- Uber (buses run late and they get penalized for being late)
- More free time
- More trips
- More individual time (instead of group activities)
- Ability to cook their own meals
- Better food options
- Better/Nicer/More Compassionate/Respectful Staff (but there are some nice staff)
- They like the structure at Covenant House but wish it was more flexible

<table>
<thead>
<tr>
<th>showers, bathrooms</th>
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</thead>
<tbody>
<tr>
<td>more public bathrooms (use without purchase)</td>
</tr>
<tr>
<td>need more shelters (more dog shelters than human) – help to house + educate people</td>
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<tr>
<td>more time in shelters – not enough time</td>
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<tr>
<td>program/services for pregnant women</td>
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<tr>
<td>program/activities focused on kids – right now exposed to a lot of things</td>
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<tr>
<td>more available room/shelter for families</td>
</tr>
<tr>
<td>take test to get into school; someone (counselor?) to help kids get their GED’s so they can get employment; need classes; available at BOC it’s a stages/process</td>
</tr>
<tr>
<td>wi-fi @ BOC / or any Shelters</td>
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<tr>
<td>case worker @ state or county offices specifically for the homeless.</td>
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<tr>
<td>after hours medical care at the shelters.</td>
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<tr>
<td>hot meals – breakfast and lunch, healthier meals fresh and nutritious, diabetic friendly.</td>
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<tr>
<td>going out to assist those that are chronically mentally ill.</td>
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<tr>
<td>funding federal “less overseas and more over here”.</td>
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<tr>
<td>greater access to vocational rehab</td>
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<tr>
<td>independent housing and assisted living.</td>
</tr>
<tr>
<td>affordable half way houses, (Currently $165.00 / $185.00 wk- plus food)</td>
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<tr>
<td>more places like HACK-create competition to improve services.</td>
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<tr>
<td>more minutes on the cell phones</td>
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<tr>
<td>treat the PERSON, part of the causes for being homeless.</td>
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<tr>
<td>more advocates on the street… Face to face.</td>
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<tr>
<td>places for homeless during the day.</td>
</tr>
<tr>
<td>police stop harassing the homeless.</td>
</tr>
<tr>
<td>“penny tax” from tourism to support services.</td>
</tr>
<tr>
<td>more fundraising to fill in the gaps.</td>
</tr>
<tr>
<td>increase safe havens.</td>
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<tr>
<td>eye care and dental care.</td>
</tr>
<tr>
<td>bus passes- should be more than 7 days to go on job interviews</td>
</tr>
<tr>
<td>housing- wish process was faster and permanent housing was provided</td>
</tr>
<tr>
<td>longer lasting programs</td>
</tr>
<tr>
<td>more institutions/outreach centers</td>
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<tr>
<td>better/healthier food</td>
</tr>
</tbody>
</table>
- More respect for clients from employees
- More opportunities and employment for those with legal issues
- Give opportunities for us to volunteer to help others and let it count toward community service. Bus passes could be provided as an incentive.
- More client feedback in meetings like this
- Get a counselor/case manager faster
- Helping the homeless start small businesses
- Offer GED and trade classes, more job training with computers, etc.
Question D: If you were in charge of services, what would you do differently? Unlimited Wishes

- Kid Friendly food
- Healthy nutritious food and portions
- Later breakfast - 5AM is really early for children
- Gas allowance for car owners instead of bus passes
- “Good News Program” like up north- donated vehicles for poor people to get to work-consider getting that in place. Car program. Rent to own a car
- Uber drivers get to own a car eventually
- Hiring In-service training for staff. HAC’s to be more professional
- Staff stop acting like prison correctional officers. Have them wear polo uniforms for safety identification
- Better housing services to bridge gap to afford
- Summer camp to school gap for children.
- Therapy for families and their kids to help with the shame of homelessness
- Bring in volunteers to share art, music, literacy, drama with the shelter residents. Save person from-help to connect and reduce isolation and loneliness.
- Change 211 so people answer the phone. It rang busy for two months while I was living in a car. How about sending calls to other call centers to spread the demand
- Intake process- change. Be able to tell people where they are on the list for help. Explain the protocol-what’s gonna happen
- What services they have available for you
- Outline of time span
- Explain how long I have in the shelter before I’m out again
- Individuals path explained for people with different needs
- Liaison’s-Mentors-Aftercare Type to help us keep from recycling back into homelessness
- After intake:
  - Occupants-Staff Meeting weekly to resolve issues
  - Staff training
  - Tax break to landlords that rent to lower income families
- Rent control
- Rent adjustments
- Vehicle program
- Reach out to local businesses for jobs.
- See Ijahs list :
  - Transitional Services:
    - (First timers-No repeats to mentally adjust to situations
    - Integration Services (Finding out individual needs by case)
    - Mandatory Structure Services (to rebuild routines and satisfy government needs)
    - Elective Services/Mandatory Electives
    - (to gain skills needed to reintegrate into society and maintain independence) Based on individual case needs described by individual or family
    - Food Services (Provide nutritional education to maintain health after release and provide 3 –course meals that benefit mental health and physical health)
    - Housing Services
    - (Working with real estate owners to provide low income and transitional housing for individuals/families)
    - Employment Services (working with the community businesses to provide job placement and job training services)
    - Psychiatric Services
    - (working with mental health institutions to provide free and low cost medication, holistic medications,
<table>
<thead>
<tr>
<th>Therapy /counseling for individuals and families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation Services (Providing low cost vehicles/and free transportation (including bus passes) through a work to own program for employment opportunities, government services, etc…</td>
</tr>
<tr>
<td>Scholastic Services (Working with local colleges to provide educational opportunities at low or no cost increase education rate and increase employment rate)</td>
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<tr>
<td>Religious Services (for people of different religions)</td>
</tr>
<tr>
<td>Better and healthier food choices</td>
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<tr>
<td>Service providers need to give sensitivity training to staff</td>
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<tr>
<td>Shelters need to have a medical clinic with a nurse and equipment for those with special medical needs</td>
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<tr>
<td>Lengthen the 60 day time frame for temporary shelter, it is too short and doesn’t allow you enough time to find a job and to save any money that you need to become independent</td>
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<tr>
<td>Emergency shelters take too long for intake and it is only after 4-5 weeks that they allow you to start job hunting due to mandatory classes</td>
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<tr>
<td>Allow people to leave the property without a referral or speed up the time it takes to get a referral</td>
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<tr>
<td>Have up-to-date computers in shelters for job hunting</td>
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<tr>
<td>Treat people with respect</td>
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<tr>
<td>Open access to the people making decisions</td>
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<tr>
<td>Get to know them closer before you start helping them.</td>
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<tr>
<td>An awareness program</td>
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<tr>
<td>Homeless Information Center – Person to person – face to face.</td>
</tr>
<tr>
<td>Access to the report from today’s activity.</td>
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<tr>
<td>More structure/ stricter</td>
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<tr>
<td>More program &amp; shelter time for individuals and families</td>
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<tr>
<td>Individual focus on program layout instead of a broad layout</td>
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<tr>
<td>Work to make individual lives more manageable</td>
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<tr>
<td>More case managers, existing case managers are stressed out</td>
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<tr>
<td>Reach out to other to make them aware that case managers are stressed out</td>
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<tr>
<td>Improve meals – less salt less processed fresher products better quality</td>
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<tr>
<td>Build more housing</td>
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<td>Let people stay as long as they need to in shelters (no kicking out after one night)</td>
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<tr>
<td>Build a community for homeless people of all ages</td>
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<tr>
<td>Give homeless people more freedom in shelters</td>
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<tr>
<td>Provide financial aid for education (for those 21+ since Covenant House provides this for youth under 21 years of age)</td>
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<tr>
<td>Give unlimited bus passes</td>
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<tr>
<td>Provide homeless a place to voice their opinion</td>
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<tr>
<td>Give them a place to get resources and opportunities</td>
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<tr>
<td>Give homeless someone to talk to (i.e. therapy)</td>
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<tr>
<td>Have Covenant House for all ages that does just provide a shelter but also services</td>
</tr>
<tr>
<td>Don’t give up on adults</td>
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<tr>
<td>It is not always about money, people need someone to listen to their problems</td>
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<tr>
<td>Treat like a person not a “homeless person”</td>
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<tr>
<td>Make an effort to build bigger shelters for all ages not just high price condos</td>
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<tr>
<td>Listen and no judgement</td>
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<tr>
<td>Have Covenant House for those 21+</td>
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<tr>
<td>Should be able to access Broward County Buses/Trans. By showing ID + referral letter if you don’t have a bus pass.</td>
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<tr>
<td>Expedite time it takes to get services (too long) – ie 2 weeks to get bus pass</td>
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<tr>
<td>Solicit more funding for temporary housing, shelters, etc. through county money, donations, etc.</td>
</tr>
<tr>
<td>Overstaff – need more help – places are short-handed; caseloads are too big</td>
</tr>
</tbody>
</table>
- Implement programs that provides more nutrition or healthy based foods/focus
- Coordinate with more staffing companies to get people jobs and on their feet
- Find more felony friendly companies
- Wellness program (body + mind) – is in some state institutions
- Outdoor activities
- More time to rehabilitate + accomplish what you need to do
- Create programs to buy apartment buildings which could shelter – then persons pay 30% income (job or fixed) for 1 year or 6-7 months; got to be working clients; after completed all BOC hoops _ done what needed to do.
- Convicted felons have a hard time getting housing – see previous item re: apt + rent %
- Insurance agency to bond these men so they can go into previously mentioned housing
- Convicted felony – automatic expungement if no more problems for 5 years
- 2 to 3 months then another housing place to go – continue to get assistance (ie apts)
- Salvation army is good; when get there from BOC can stay up to 2 years when apply SS/Disability at BOC

**Continuum**

- Broaden screening and have separate facilities for Mental Health, Domestic Violence Victims & Seniors;
- Better directed services for Physical Health, unable to walk etc.
- At Facilities, (Pompano) more Staff, Case Managers for more personal attention. More caring GSA’s.
- Redirect funding (penny tax) to train the homeless, for jobs.
- Insure that all $$$ and donations go to the clients and the programs.
- Ask the Governor to ask Washington for more $$, to assist the homeless.
- Create self-help support systems for the homeless like AA Sponsor Model, like mentoring.
- Free Transportation
- Educate public about Homelessness. Try to reverse the misconceptions.
- More participation in monthly homeless meetings, the whole system. More time to talk.
- More State regulations of facilities to be cleaner and safer.
- Rotation of Case Managers.
- Nondiscrimination for non-violent felons in housing and employment.
- Legal help.

- Be more compassionate- Everybody is different
- Be more respectful
- I would focus more on getting mentally ill and disabled people off the streets
- Stop the harassment from the police
Question E: How do you find out about the services available?

- Word of mouth
- At the shelters
- At the feedings
- Mostly through other clients
- Case managers
- Veteran’s Administration
- Police - brochures
- Word of mouth
- Online
- 211 Help line
- Churches
- Word of mouth
- Pamphlets
- Meetings that they go to
- Homeless Resource Guide – Good when it is not outdated.
- By listening
- 211 cards
- 411
- Police department
- Letting homeless people know about services is no problem.
- Broward Outreach Center (BOC)
- Taskforce
- Friend/Family Referral
- Word of Mouth
- Broward 2-1-1
- 211
- Word of Mouth
- 211 - On hold way too long.
- Research on line.
- Word of mouth.
- Word of mouth
- At the shelters
- At the feedings
- Mostly through other clients
- Case managers
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- Taskforce
- Friend/Family Referral
- Word of Mouth
- Broward 2-1-1
- 211
- Word of Mouth
- 211 - On hold way too long.
- Research on line.
- Word of mouth.
- 211/411
- Task Force/Mobile
- Word of mouth
- Hospital
- Police/Public safety patrol
- BARC
- HARP
- Internet
- Newspaper
- Radio
Prioritized Needs

Top Needs (Listed from all the groups that had the time)

- Affordable housing
- Therapy
- Raise Wages for Staff
- Transportation/vehicles program
- Stronger collaboration between services that can work together (ie... attorneys and social workers)
- Health care
- Housing (transitional/post shelter)
- Transportation
- Portable bathrooms/showers – number 3 priority
- *A daily center/homeless drop-in center – number 3 priority
- *Portable bathrooms/showers – number 3 priority

Next Steps and Closing Comments

Michael Wright thanked the group and backpacks with supplies were provided to all the participants. The information will be shared with the Advisory Board to help determine the best utilization of funding in 2018 for the Broward County homeless population.
Support Team in Attendance:

**Broward County Facilitators:**
Kristen Bishop  
Garfield Webbe  
Hodge Herman  
Joe Farone  
Natasha Herne  
Chad Zurko  
Jill Sears  
Patrick Cavanaugh  
Ruth Myles  
Mona Gordon

**Continuum of Care (CoC) Consumer Advocacy Committee Members:**
Lawrence Lacy, Pastor, Consumer Advocacy Committee Chair  
Michelle Johnson, Consumer Advocacy Committee  
Danny Osley, Consumer Advocacy Committee  
Marshall Schnipper, Consumer Advocacy Committee  
David Simeon, Consumer Advocacy Committee

**County Staff-Scribes for each facilitator group**
Michael Wright, HIP Administrator  
Andrea Mendez, CoC Quality Assurance Coordinator  
Lina Silva CoC, Contract/Grant Administrator  
Lorraine Gary, CoC Contract/Grant Administrator  
Paul Grewal, CoC HMIS Contract/Grant Administrator  
Toni Lumpkin, Program Performance Analyst, HSD/OEP  
Tanisha Beecher, CoC Administrative Assistant  
Mandy Wells, Community Partnerships Director

**Participants Names:**
Provided by HIP on request