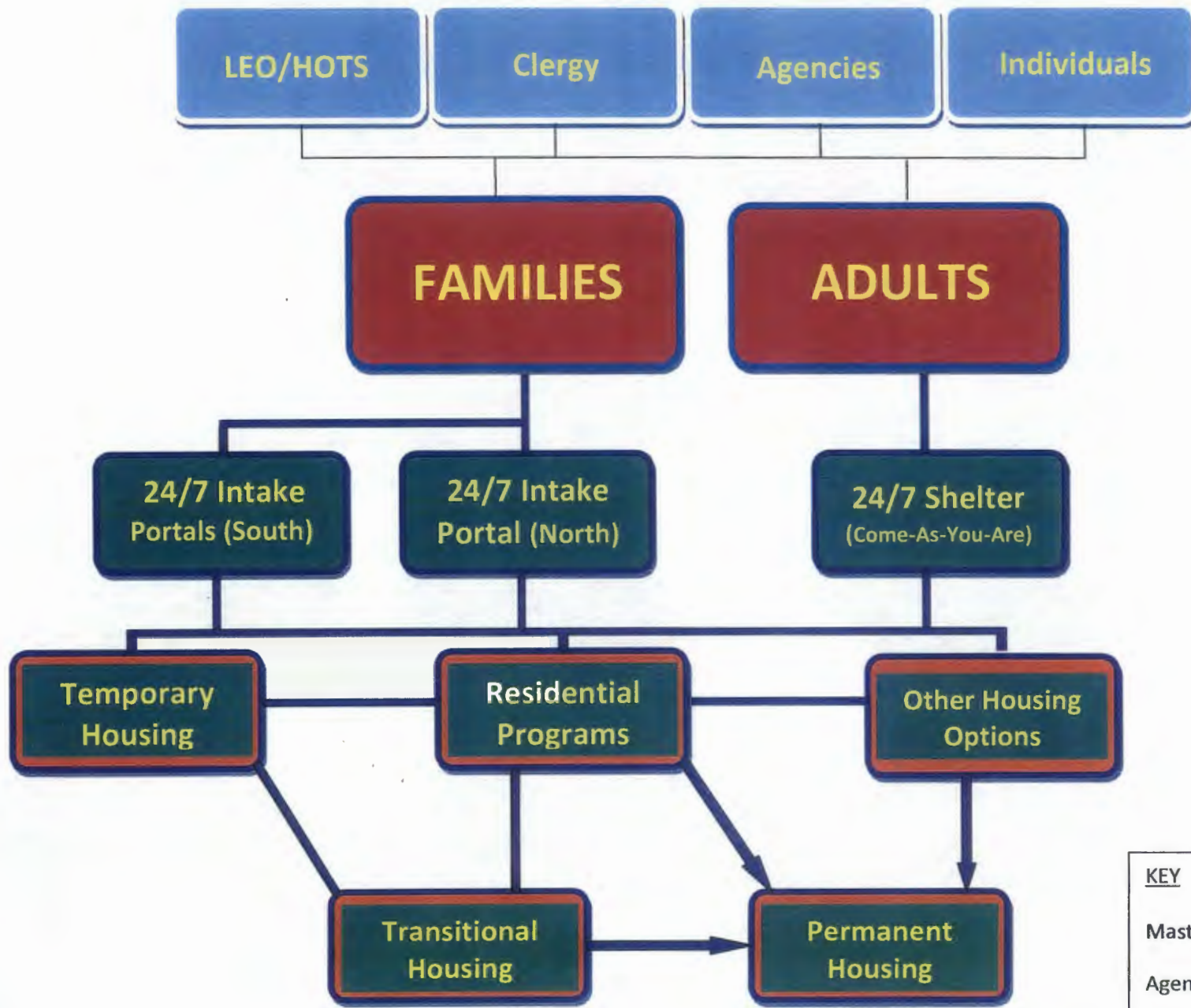


HOMELESS SERVICE SYSTEM



KEY

Master Case Management

Agency Case Management

Summary of Recommendations

- 1 - The entire Sarasota County Community needs to move from a *Culture of Enablement* to a *Culture of Engagement* in all aspects. This includes service agencies, volunteers, staffs, donors, funders, government agencies, programs, residents, tourists and the homeless community. Free food handouts and cash from panhandling - although well intended by nice folks - actually perpetuates and increases homelessness through enablement. Rather, street handouts, food and cash donations should be redirected to high performing agencies. The mission should no longer be to “serve” the homeless community, instead the mission should be to dramatically and consequentially increase “street graduation” rates. A media and public awareness campaign needs to be developed to educate and encourage the community to move from a culture of enablement to a culture of engagement.
- 2 - Establish an *Emergency Intake Portal for Families with Children* for the North County area in the City of Sarasota. This would become the “emergency room” for any homeless family with children and any unaccompanied minors residing in North County. The Portal would provide intake, stabilization, emergency housing, master case management and referral services. All homeless families and children in the North County area would start at this intake portal.
- 3 - Establish an *Emergency Intake Portal for Families with Children* for the South County area in Englewood (or North Port), then create satellite operations in Venice/Nokomis and North Port (or Englewood). This would become the “emergency room” for any homeless family with children and any unaccompanied minors residing in South County. The Portal would provide intake, stabilization, emergency housing, master case management and referral services. All homeless families and children in the South County area would start at this intake portal.
- 4 - Establish a 24/7/168/365 Men’s and Women’s *Public Safety Triage and Stabilization Unit* which would be a “come-as-you-are” emergency shelter. The Sarasota Sheriff’s Office should be asked to be the lead coordinating agency. This would become the main intake portal for adult homeless men and women. All adult services county-wide should “spoke off” of this main hub. Once operational, all county-wide street feeding programs, food pantry programs and day-time service centers for adult homeless men and women need to be relocated within the Public Safety Triage and Stabilization Unit (“Sarasota Safe Harbor”). This should also be the location of the Master Case Managers for adult homeless men and women.

Note: Throughout this report “Sarasota” is used to refer to the overall Sarasota “community” living within Sarasota County. If an issue specifically relates to the City of Sarasota or to Sarasota County it is then specifically stated.

- 10 - Once Sarasota Safe Harbor and the Family Portals are almost ready to open, “homeless outreach teams” (HOTs) should then be activated 2-4 weeks before the opening of these new facilities. Street outreach teams will be critical to the success of the overall system. The best HOTs pair a social service worker with a police officer. Additionally, every LEO in the County should go through an appropriate level of homeless engagement and sensitivity training.
- 11 - Increase the number of “longer term” housing placements across the spectrum for men, women, families with children and unaccompanied minors. To be successful, there needs to be an increase in inventory capacity as well as improvements in service programs to better prepare individuals and families for the challenges they will face.
- 12 - Governance and leadership of the new and improved holistic homeless service system is critical. In order to reduce role ambiguity and to improve service delivery it is recommended that two governance systems be established - one for families with children which includes unaccompanied minors and a second one for adult men and women.