

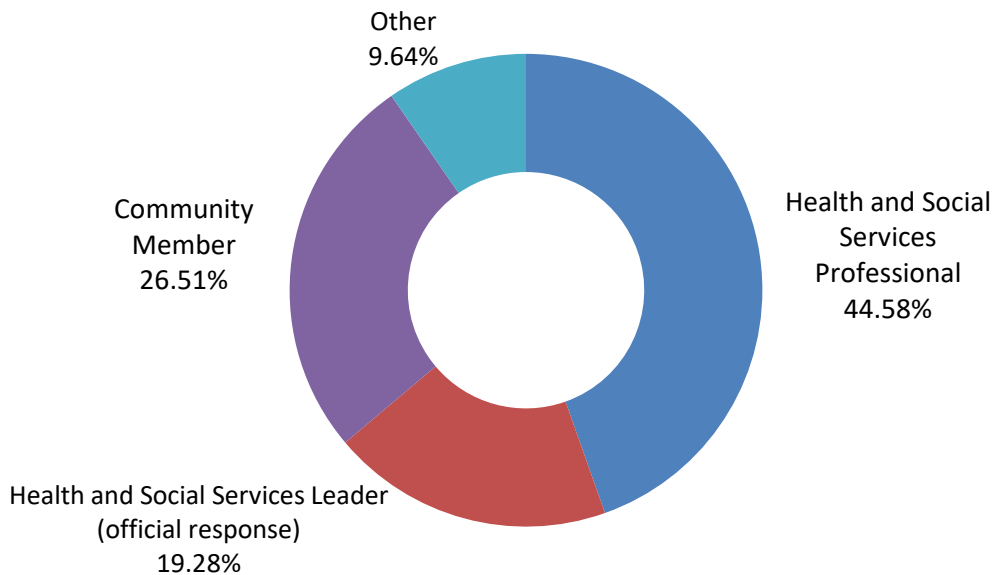
# Volusia County Children and Families Advisory Board 2019 Stakeholder Survey Results

The online survey, designed by a CFAB committee, was launched on October 10, 2019 and closed on October 21, 2019. There were 83 responses.

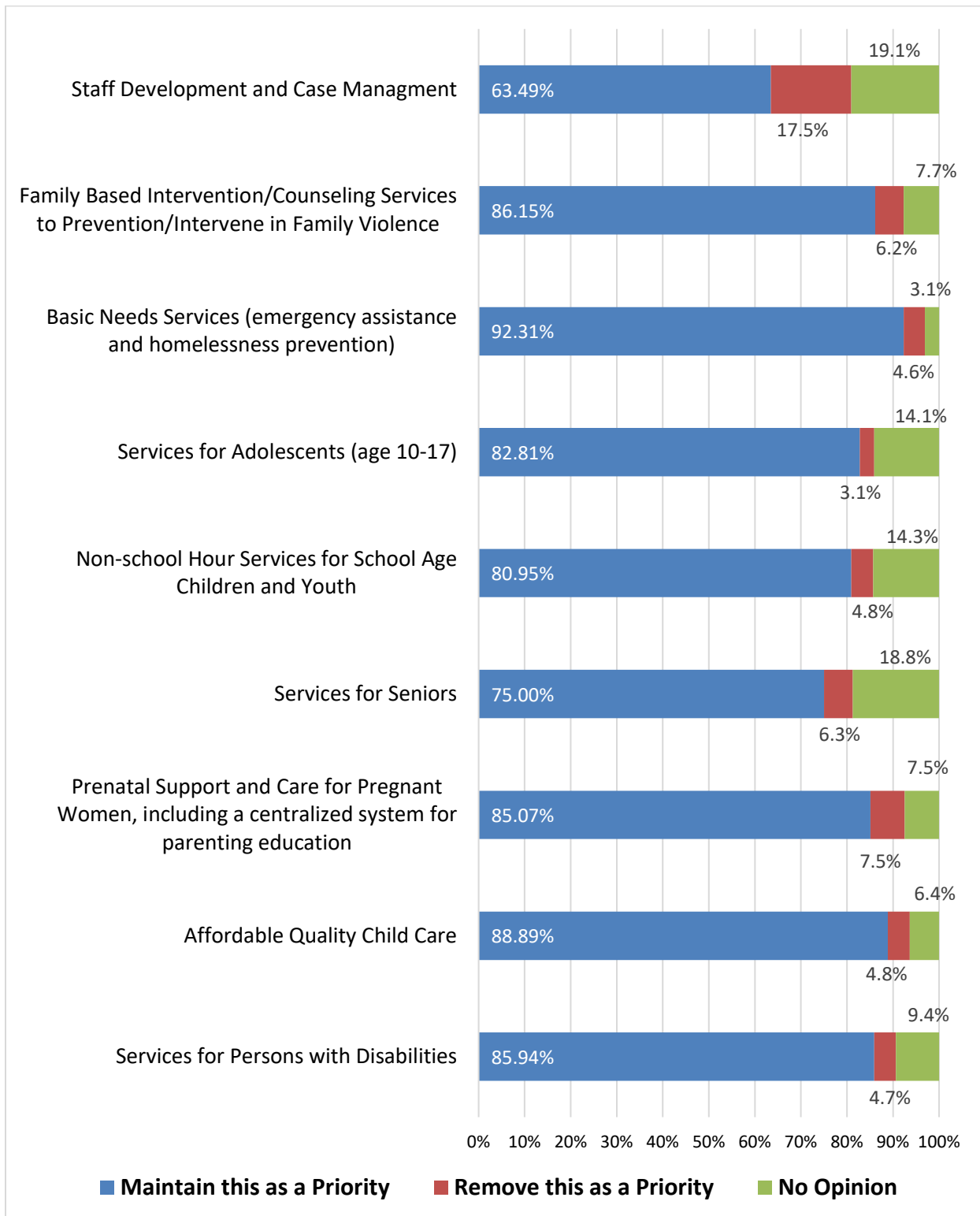
Questions were posed regarding the current CFAB funded Service Categories:

1. Services for Persons with Disabilities
2. Affordable Quality Child Care
3. Prenatal Support and Care for Pregnant Women, including a centralized system for parenting education
4. Services for Seniors
5. Non-school Hour Services for School Age Children and Youth
6. Services for Adolescents (age 10-17)
7. Basic Needs Services (emergency assistance and homelessness prevention)
8. Family Based Intervention/Counseling Services to Prevention/Intervene in Family Violence
9. Staff Development and Case Management

## Respondent Identified Sector



## Feedback on Current Service Categories



## **Narrative Responses**

*(Please list any alternative Priorities that should be considered)*

1. Addiction Treatment and Mental Health Treatment
2. Services to prevent human trafficking, help those who are being trafficked to escape, and help those who have been trafficked to recover. (2) Suicide prevention/Counseling Services.
3. affordable housing. in-home services.
4. Continue to support basic Adult Education to assist illiterate and non-English speaking people. Assist with training that will help them get GED's and get jobs to sustain their lives and families. Also, avoid crime.
5. Addiction and Mental Health Services
6. working with Votran to provide better bus options to people in rural areas such as Oak Hill, Edgewater, NSB Beachside, Samsula, Deland, Deltona, Orange City -to improve employment options and for medical care, school, etc. POSSIBLY also work with LYNX bus services to partner with VoTran to provide transportation to Orlando for employment, school, leisure, etc.
7. I would like to see services for persons with disabilities expand to all ages (currently only 18+). I would also like to see a more narrow category for services for adolescents - something indicating the types of services needed, i.e. positive mental health, mentoring, etc.
8. Resource ACCESS sites for families
9. Opioid abuse, food security
10. Limited services teenage children with autism there is a huge gap
11. low cost/free non-emergency medical transport that can be provided the same day as requested.
12. Affordable Housing
13. Broad Mental Health Support
14. Children's Group Homes
15. Domestic Violence
16. Aging out foster youth assistance when they leave
17. Staff Development and Case Management is needed but not a priority. Priority should be given to helping county residence and US citizens first.
18. More services for the deaf and hard of hearing, services for adults transitioning out of high school, affordable dental, summer programs for children w disabilities, and respite care for families with children w disabilities.
19. Housing for prenatal women and children, both in addiction and not.
20. Salvation Army at LPGA is opening up an after-school program for youth. Working with schools. They also provide case management for basic needs. Have "Rapid Housing"

## Service Category Feedback: Services for persons with Disabilities

N=33

Risk Factors	Maintain	Remove	Modify/ Clarify	No Opinion
1. Lack of case management for persons with disabilities and barriers to connect with a medical home and specialists to manage health care	65.4%	0.0%	30.8%	3.9%
2. Lack of job coaches to serve more clients	69.2%	3.9%	23.1%	3.9%
3. Lack of information about medical surrogates/advocates and legal guardians to increase independent living opportunities	57.7%	3.9%	30.8%	7.7%
4. Lack of services to match the needs of persons with disabilities to promote self-sufficiency and independence	80.0%	0.0%	20.0%	0.0%
5. Lack of outreach and education services to persons with sickle cell trait and/or disease	38.5%	0.0%	30.8%	30.8%
6. Lack of direct services or related services for persons with sickle cell complications	38.5%	0.0%	30.8%	30.8%

### Narrative Responses:

1. Since this has been a service category for a number of years, instead of "lack of," perhaps each risk factor should be "ongoing need for."
2. Services for this population - especially youth - are difficult to access and families do not know where to turn.
3. lack of case management and care coordination for homeless individuals and families with disabilities
4. Unsure if modify means 'increase' - however I feel there needs to be an increase in these services, in those specific communities to bring in those who need to hear and learn
5. We believe the services in this category, disability services, should expand to all ages, as the earlier someone is diagnosed and begins receiving treatment and support the better off they will be as they age.
6. Lack of public awareness of services already in place for persons with disabilities

Scope of Work	Maintain	Remove	Modify/ Clarify	No Opinion
1. Provide case management to assist with issues, including, but not limited to addressing barriers to connect with a medical home and specialist to manage healthcare, that arise for persons with disabilities.	88.5%	0.0%	3.9%	7.7%
2. Provide job coaches to serve more clients with transition from youth to adulthood	92.3%	3.9%	3.9%	0.0%
3. Provide information about medical surrogates/advocates and legal guardians to increase independent living opportunities	69.2%	3.9%	15.4%	11.5%

Scope of Work	Maintain	Remove	Modify/ Clarify	No Opinion
4. Provide services to match the needs of persons with disabilities to promote self-sufficiency and independence	88.5%	3.9%	7.7%	0.0%
5. Provide outreach and education services to persons with sickle cell trait and/or disease	57.7%	3.9%	7.7%	30.8%
6. Provide direct services or related services for persons with sickle cell complications	57.7%	3.9%	3.9%	34.6%

**Narrative Responses:**

1. not every person with a disability should have the goal of independence. some will forever need supported/supervised housing.
2. health department is federally funded to provide sickle cell services
3. Information regarding legal guardians, etc. is incredibly important. Right now this information is being given in a one time lecture. We believe this should be more readily available and should not only be held once per year. We need to further expand the reach about this crucial topic. It has been incredibly difficult to reach individuals in this community about sickle cell. In an effort to have a greater impact the program is being modified this year - if it is successful the next round of funding should work from the new perspective. Defining direct service or related services for persons with sickle cell is necessary

**Service Category Feedback: Affordable Quality Child Care**

N=35

Risk Factors	Maintain	Remove	Modify/ Clarify	No Opinion
Lack of capacity of subsidized child care in general with a special emphasis on children with special needs; interim child care for parents seeking work while maintaining continuity of care; accommodations for special populations through the utilization of geographic balance of conveniently located programs	75.8%	3.0%	18.2%	3.0%

**Narrative Responses:**

1. CCDF has removed the barrier to interim child care for parents seeking work while maintaining continuity of care.
2. Since this has been a service category for a number of years, instead of "lack of," perhaps the risk factor should be "ongoing need for."
3. There is still a large weekly payment for some parents even with the assistance of ELC. Parents should not have to choose between paying for childcare or putting gas in their car to go to work or pay a utility bill. ALSO: There needs to be more afternoon/evening accessible childcare facilities for parents. Parents should not have to work split shifts and never see each other as a family, just to avoid the high cost of childcare. If there was evening childcare, both (or even one, single) parent could work a mid-shift or an overnight shift, such as a nurse or police, EMT, etc.

4. The agencies who provide services to parent need to take in consideration the prices of daycare to help parents find a job or go to school in order to have children on child care.
5. Want to have small groups suggest working with area churches, The Army and others.

Scope of Work	Maintain	Remove	Modify/ Clarify	No Opinion
Increase the capacity of subsidized child care in general with a special emphasis on children with special needs; interim child care for parents seeking work while maintaining continuity of care; accommodations for special populations through the utilization of geographic balance of conveniently located programs	90.9%	0%	9.09%	0%

**Narrative Responses:**

1. CCDF has removed the barrier to interim child care for parents seeking work while maintaining continuity of care.

**Service Category Feedback: Prenatal Support and Care for Pregnant Women (Including a Centralized System for Parenting Education)**

N=21

Risk Factors	Maintain	Remove	Modify/ Clarify	No Opinion
1. Lack of prenatal support and care for pregnant women	80.0%	0.0%	15.0%	5.0%
2. Lack of a centralized system to deliver parenting education services	68.4%	5.3%	21.1%	5.3%

**Narrative Responses:**

1. Since this has been a service category for a number of years, instead of "lack of," perhaps each risk factor should be "ongoing need for."
2. include support for case management to provide linkage to coordinated entry through HMIS for housing which is a social determinant of healthcare and lacking fir this population
3. I believe that The Healthy Start Coalition V/F Counties; along with the VCHD is doing a great job proving the education and services needed in our area. I also think that there should be more accessible classes, seminars, case management; not just at the VCHD. Branch out into the rural areas where transportation is poor or completely lacking.
4. Homeless pregnant women (no current housing options for them) and pregnant women with substance use disorders, families with babies in the NICU - support and follow up.
5. We need more OB/GYN at the West side how can provide more Prenatal care for pregnant women's specifics high risk pregnancy.
6. Lack of public awareness of services available
7. There needs to be a place where women can get wrap around services, including parenting and also adolescent parenting.
8. Adding the additional risk factor of Human Trafficking for vulnerable adults

Scope of Work	Maintain	Remove	Modify/ Clarify	No Opinion
1. Expand the capacity and array of prenatal support services available to pregnant and post-partum women and their families (suggested approaches: in-home services, midwife approach, more care coordinators)	90.0%	5.0%	5.0%	5.0%
2. Develop a centralized organization (or a collaborative of many organizations) to deliver parenting education services (to include: initial assessment, delivery of training, data collection and tracking outcomes). Special court ordered requirements may need to be addressed	80.0%	15.0%	15.0%	5.0%

**Narrative Responses:**

1. Since this has been a scope of work for a number of years, perhaps instead of "develop," it now needs to be maintained and/or expanded.
2. An education based app has been developed by a collaborative group of agencies that can assist parents/families with information about prenatal, infant and toddler topics. Adding agencies and expanding the participation in this app (which is just getting ready to launch) could be a valuable investment, as most parents of young children these days are much more electronically driven than in years past.
3. The Healthy Start Coalition is a centralized organization with multiple providers utilizing a common data system - the Well Family Data System (WFS) and the Homeless Management Information System (HMIS) and the Heal Me Grow System. We provide training and unify quarterly to review outcomes.
4. There is a agency Healthy Start Coalition of Flagler & Volusia collaborative with other agency providing services to parents.
5. And included the people in the field, not just the CEO's of an agency. The people that are doing the job really are the ones who know what the need is.

**Service Category Feedback: Services for Seniors**

N=28

Risk Factors	Maintain	Remove	Modify/ Clarify	No Opinion
1. Lack of basic services including food, homemaker services, personal care services, transportation and case management	75.0%	3.6%	21.4%	0.0%
2. The need for home modification to enable seniors to remain as independent as possible	78.6%	0.0%	21.4%	0.0%

**Narrative Responses:**

1. Home modifications such as wheel chair ramps and grab bars should be the focus.
2. Since this has been a service category for a number of years, instead of "lack of," perhaps the risk factor should be "ongoing need for." Add a risk factor regarding the need for respite care to relieve caregivers.

3. I feel basic services, such as food, homemaker services, personal care and case management services increased for seniors. Additionally, more assistance with home modifications for seniors would be beneficial to our community.
4. Provide access to affordable housing
5. Case management should include support for HMIS participation for linkage to Coordinated Entry and housing for at risk or homeless elderly participants
6. Support for keeping seniors in their own home.
7. Training & stringent background checks for those entering the homes
8. Lack of durable medical equipment in the home to enable seniors to remain as independent as possible, including those who live in rental homes.
9. Lack of awareness of available services. Lack of adequate support to agencies already providing these services, such as COA / Volusia, which has a waiting list of 400 - 600 to receive services.
10. There needs to be more education of the public for the services available and information available to seniors.

Scope of Work	Maintain	Remove	Modify/ Clarify	No Opinion
1. Basic services to include: food, homemaker services, personal care services, transportation, and case management	82.1%	0.0%	14.3%	3.6%
2. Home modifications to enable seniors to come and go at will	81.5%	0.0%	14.8%	3.7%

**Narrative Responses:**

1. Include respite services to relieve caregivers.
2. I would like to see increases in services to these areas. For the population we serve, additional affordable transportation services on weekend and evenings would be beneficial. Increased availability of homemaker services and personal care services would be very helpful to our seniors who have no supports to assist them with these needs.
3. Provide affordable housing as a age in place solution to an ALF.
4. Additional mental health and care options
5. also home repairs. Enlist PRO BONO type assistance form reputable local companies such as roofers, carpenters, plumbers, electricians, etc

**Service Category Feedback: Non-School Hour Services for School Age Children and Youth**

N=30

Risk Factors	Maintain	Remove	Modify/ Clarify	No Opinion
Lack of after-school care with structure	66.7%	3.33%	26.7%	3.3%
Lack of developmentally appropriate enrichment programs	69.0%	3.5%	24.1%	3.5%
Lack of programs that can accommodate children with special needs	83.3%	0.0%	16.7%	0.0%



<b>Risk Factors</b>	<b>Maintain</b>	<b>Remove</b>	<b>Modify/ Clarify</b>	<b>No Opinion</b>
Lack of scholarships for the economically disadvantaged	70.0%	3.3%	20.0%	6.7%
Lack of education on the development of a healthy lifestyle	70.0%	10.0%	20.0%	0.0%
Lack of peer mentors to assist with character development	66.7%	6.7%	23.3%	3.3%
Lack of transportation	73.3%	3.3%	20.0%	3.3%
Lack of parental involvement	70.0%	3.3%	23.3%	3.3%

**Narrative Responses:**

1. Since this has been a service category for a number of years, instead of "lack of," perhaps each risk factor should be "ongoing need for."
2. VC Schools and Votran to partner for after school transportation; including for special needs/wheelchair, etc. {LOW cost or no cost weekly rates. Increase after school programs and activities to keep kids off the streets and unsupervised. Trained and qualified volunteers & Staff (including speakers from DJJ, VCSO, SMA and local colleges who can mentor, teach, tutor, express necessary subjects for a healthy lifestyle. Invite parents to attend or at least intervene at home with small assignments with their kids.
3. Clarify 'economically disadvantaged' do you mean the ALICE population? Those that meet the federal poverty guidelines?
4. safe places with structured activities will keep kids on track to graduate and become a tax payer and citizen
5. To include access to summer/break programs, with a plan for children put in out of home care midway thru a school/summer timeframe
6. Human Trafficking Education needs to be added
7. All these areas need attention to educate and give alternatives to children that are healthy and safe.

<b>Scope of Work</b>	<b>Maintain</b>	<b>Remove</b>	<b>Modify/ Clarify</b>	<b>No Opinion</b>
Provide after-school and summer care with structure	90.0%	0.0%	6.7%	3.3%
Provide academic enrichment/mentoring/tutoring	93.3%	0.0%	6.7%	0.0%
Provide programs that can accommodate children with special needs	96.7%	0.0%	3.3%	0.0%
Provide scholarships for the economically disadvantaged	82.8%	3.5%	6.9%	6.9%
Provide education on the development of a healthy lifestyle	90.0%	0.0%	6.7%	3.3%
Provide peer mentors to assist with character development	80.0%	0.0%	13.3%	6.7%

**Narrative Responses:**

1. Why not have after-school/summer camps right in needed neighborhoods to eliminate providing transportation

2. Mental Health services
3. The structure of care should be better identified with outcomes.
4. Define character development and identify a program that can be utilized. Could this focus on mental well-being?
5. recognize the value of the partnerships created by nonprofits to meet these needs and how the funding in the private matches this investment in youth
6. kids do not vote and many causes ----for the seniors and homeless seem to always be a higher priority
7. If #11 is adopted the issues in #10 will be handled.

### Service Category Feedback: Services for Adolescents (10-17)

N=31

Risk Factors	Maintain	Remove	Modify/ Clarify	No Opinion
Lack of opportunities for adolescents to learn employability skills through paid internships and work experience opportunities	77.4%	0.0%	19.4%	3.2%
Lack of transportation to and from activities is a large consideration and needs to be addressed in any application	77.4%	0.0%	19.4%	3.2%
Lack of assistance for adolescents to develop leadership skills through creation of a leadership cadre and mentor opportunities	77.4%	0.0%	16.1%	6.5%

#### Narrative Responses:

1. Since this has been a service category for a number of years, instead of "lack of," perhaps each risk factor should be "ongoing need for."
2. Social Media needs to be addressed as a Risk Factor
3. Perhaps Adolescents can get free transit passes if is a current student enrolled in school.
4. lack of education and case management to provide linkage of homeless adolescents/families to appropriate transitional housing and permanent housing solutions
5. Lack of social, emotional and mental health services
6. The same answer as the previous page
7. creation of opportunities for youth to learn a trade/skill
8. Free counseling for adolescents who are at risk and/or have experienced bullying.
9. Substance use and abuse, and also Domestic and Dating violence, to include the batter.
10. Proper socialization skills for teens is very important and lowers resistance to conforming then participating in programs.

Scope of Work	Maintain	Remove	Modify/ Clarify	No Opinion
Provide opportunities for job training and placement including those that enhance vocational opportunities	90.3%	0.0%	9.7%	0.0%
Provide leadership opportunities	93.3%	0.0%	6.7%	0.0%
Develop mentor/mentee groups	83.9%	3.2%	12.9%	0.0%

**Narrative Responses:**

1. Provide social, emotional and mental health services including suicide prevention, addiction and gun violence.
2. see above
3. Free counseling for adolescents who are at risk and/or have experienced bullying.
4. These will help. Today it is hard to find proper mentors. Would be great if you could.

**Service Category Feedback: Basic Needs Services (Emergency Assistance and Homelessness Prevention)**

N=38

<b>Risk Factors</b>	<b>Maintain</b>	<b>Remove</b>	<b>Modify/ Clarify</b>	<b>No Opinion</b>
1. Lack of assistance with food	63.9%	2.8%	30.6%	2.8%
2. Lack of financial assistance with rent/mortgages for all populations	72.2%	0.0%	25.0%	2.8%
3. Lack of financial assistance with utilities	69.4%	5.6%	22.2%	2.8%
4. Lack of assistance with meals for seniors	63.9%	2.8%	22.2%	11.1%
5. Lack of direct services, including case management	72.2%	0.0%	22.2%	5.6%
6. Lack of health care services	63.9%	0.0%	33.3%	2.8%

**Narrative Responses:**

1. Since this has been a service category for a number of years, instead of "lack of," perhaps each risk factor should be "ongoing need for." Meals for seniors should be included under "Senior Services."
2. I feel that all areas check marked as "Modify/Clarify" need to be increased to more realistically meet the needs in our community.
3. lack of Care Coordination/case management to provide linkage of homeless individuals and families to health and human service resources
4. As our local economy is not the strongest and more people are falling behind- all of the above are very important to keep!
5. join forces with some of the religious community ministries to double in size and outreach
6. We encounter families with multiple case management services (TCM, Care Coordination, Housing Case Management, and others) and the family might be better serviced by streamlining and avoiding duplication - add concrete support - find ways to get families to safety - especially if they are pregnant or have young children.
7. Widen the eligibility for these programs.
8. There must be a limit of what can be provided to families so they do not become dependent on assistance or take advantage, and good case management should help here.
9. More services for homeless families with children.
10. Except for seniors all these issues are handled by Salvation Army. Seniors need to get out and socialize, play Bingo, cards, play old movies and records, maybe some crafts, and other things they can do

Scope of Work	Maintain	Remove	Modify/ Clarify	No Opinion
Provide a centralized organization or a collaborative of many organizations to:	88.9%	2.8%	8.3%	0.0%
a. Distribute food	74.3%	2.9%	22.9%	0.0%
b. Identify standard criteria and oversee distribution of rent/mortgage assistance funds for all populations	83.3%	0.0%	16.7%	0.0%
c. Provide utility assistance	83.3%	0.0%	16.7%	0.0%
d. Provide meals for seniors	77.8%	2.8%	11.1%	8.3%
e. Provide direct services	77.8%	2.8%	11.1%	8.3%
f. Provide health care services	80.6%	5.6%	11.1%	2.8%

**Narrative Responses:**

1. Identify what is already being funded directly by the county. If funds are allocated already, it may not be appropriate for additional funds to be allocated by CFAB given the limited resources allowed.
2. Meals for seniors should be included under "Senior Services."
3. While I do not know the exact statistical data for these needs in our community, I believe there is a need for additional funding to provide these types of services.
4. It is too confusing to access services for homelessness and impossible to navigate. People who are system savvy take advantage of the lack of communication and obtain assistance from multiple agencies -- and are no where near self sufficient. There needs to be a significant improvement in sharing information. There are too many agencies doing the same thing.
5. join forces with some of the religious community ministries to double in size and outreach
6. It is difficult for staff to provide direct services for people who completely lack housing when there are few options for them. Concrete support should be streamlined and families should have definable pathways to self sufficiency (identifying need for SSDI or vocational support, etc.)
7. provide ongoing services, not just one time.
8. More governmental support for these scopes of work
9. Not sure what direct services is...if it is having a case manager that knows and identifies needs that would be good.

**Service Category Feedback: Family Based Intervention/ Counseling Services to Prevent/Intervene in Family Violence**

N=28

Risk Factors	Maintain	Remove	Modify/ Clarify	No Opinion
Lack of comprehensive education services that are accessible, include incentives, and hold clients accountable	75.0%	3.6%	17.9%	3.6%
Lack of home- and community-based prevention and intervention services for vulnerable families	75.0%	3.6%	21.4%	0.0%
Lack of services for sexual abuse treatment and trauma counseling	78.6%	0.0%	21.4%	0.0%

**Narrative Responses:**

1. Since this has been a service category for a number of years, instead of "lack of," perhaps each risk factor should be "ongoing need for."
2. Lack of mental health and addiction services.
3. Nip it in the bud. Bring in Victims' Advocates to talk to kids. Ask for victims to be speakers to kids
4. Sexual abuse services are fragmented and send women/victims to multiple agencies/sites to get services. I would like to see investment in better coordination and response to sexual assault.
5. Provide free mandatory counseling and case management for those identified as at risk.
6. Incarceration and substance abuse

Scope of Work	Maintain	Remove	Modify/ Clarify	No Opinion
Provide comprehensive prevention education services (delivered by one organization or a collaborative of multiple organizations) that: are accessible, include incentives, and hold clients accountable	96.4%	0.0%	3.6%	0.0%
Provide community-based prevention and intervention services for families including, but not limited to list below	89.3%	0.0%	10.7%	0.0%
a. emergency shelter for those in the midst of domestic violence crisis	92.9%	0.0%	7.1%	0.0%
b. legal intervention counseling for victims	85.7%	3.6%	10.7%	0.0%
c. sexual and physical abuse treatment services for nondependency children (meaning abuse perpetrated by a non-custodial person)	89.3%	3.6%	7.1%	0.0%
d. therapeutic trauma counseling and intervention services for children and their families who have experienced violence and/or sexual abuse	92.9%	0.0%	7.1%	0.0%
e. mental health and behavioral services for children and families to include parenting support education	92.9%	0.0%	7.1%	0.0%
f. opportunities for supervised visitation for families in domestic violence and dependency situations.	85.2%	3.7%	7.4%	3.7%

**Narrative Responses:**

1. Domestic violence Housing Navigators for linkage to housing solutions through Coordinated Entry process
2. Addiction services
3. Services need to be mandatory and tailored to the child(ren). If a child does not feel safe or comfortable talking to the SW they are not going to receive the help needed.

## Service Category Feedback: Staff Development and Case Management

N=32

Risk Factors	Maintain	Remove	Modify/ Clarify	No Opinion
1. Lack of staff development and training for persons interacting with persons who have experienced domestic violence, those with physical and mental disabilities, youth aging out of foster care, and other vulnerable populations; and,	71.9%	6.3%	15.6%	6.3%
2. Lack of direct non-clinical case management services for persons who have experienced domestic violence, those with physical and mental disabilities, youth aging out of foster care, and other vulnerable populations.	71.9%	6.3%	15.6%	6.3%

### Narrative Responses:

1. Staff development and training should be handled by the agencies that provide services and should not be funded by the County. If the agencies can not adequately develop and train their staff they should not be funded by the County to provide services. Case management for the various individuals noted above should be part of the various other service categories.
2. I believe increases in services in these areas for these populations would be a benefit to our community.
3. Mental health and addiction services
4. increase STAFF in case management to assist families as needed, In each city across the county. Allow for home visits with the family to observe interactions.
5. Case management needs closer review and case managers need to follow up on all clients regularly.
6. Do not know much about this subject

Scope of Work	Maintain	Remove	Modify/ Clarify	No Opinion
1. Provide staff development and training opportunities designed to improve communication with and sensitivity to persons who have experienced domestic violence, those with physical and mental disabilities, youth aging out of foster care, and other vulnerable populations in order to more effectively identify and resolve critical issues facing those populations;	84.4%	6.3%	9.4%	0.0%
2. Provide ADA accessibility training;	68.8%	9.4%	12.5%	9.4%
3. Provide training to multiple agencies;	81.3%	6.3%	9.4%	3.1%
4. Ensure that collaboration is utilized in the selection of agencies/individuals to provide the training; and	84.4%	6.3%	6.3%	3.1%

<p>5. Provision of case management services to persons who have experienced domestic violence, those with physical and mental disabilities, youth aging out of foster care, and other vulnerable populations including:</p> <ul style="list-style-type: none"> <li>a. Identification of immediate needs including but not limited to economic empowerment, safety planning, education/skills training;</li> <li>b. Development of an individualized service delivery/goals plan;</li> <li>c. Referral to service agencies or provision of direct services intended to address the immediate need; and,</li> <li>d. Follow-up and documentation of services/goals provided</li> </ul>	81.3%	6.3%	9.4%	3.1%
--	-------	------	------	------

**Narrative Responses:**

1. Provide training responsive to filling identified gaps
2. Homeless and Housing services/Coordinated Entry training for homeless/at risk of homeless who are in crisis.
3. Mental health and addiction
4. increase STAFF in case management to assist families as needed, In each city across the county. Allow for home visits with the family to observe interactions.
5. Ethics training; HIPPA training
6. Provide techniques and value info to stakeholders to encourage open lines of communication among all involved.
7. Important to perhaps combine agencies that do the same thing...save on overhead. many of the duties listed in this survey are covered by multiple agencies. A greater effort needs to be made to simplify the system and decrease the number of different assist groups.