

NEIGHBORHOOD DEVELOPMENT SERVICES KEY ACCOMPLISHMENTS SOCIAL SERVICES DIVISION 2019

- Our Social Services Division serves those in our community who need it most. In 2019, Social Services was integrated into the Neighborhood Development Services (NDS) Department. As part of NDS, Social Services will be able to provide a full range of opportunities for our most at-risk residents. Staff works closely with Planning and Economic Development to help plan and develop programs that will serve the community.
- In fiscal year 18/19 Social Services **prescreened 845 individuals** needing financial assistance.
- The Division **provided 5,976 information requests** to the general public.
- A total of **541 services were provided** or processed in the last calendar year. Services include rental and/or utility assistance.
- During fiscal year 18/19, **staff completed 12 Access Points/1 by 1 coordinated assessment**, utilizing the Community Service Information System. Social Services works closely with the United Way and other foundations to coordinate services for the homeless and other at-risk populations.
- The **Family Service Center** received exterior and interior upgrades this past fiscal year. Exterior signage was added to the front of the building to help make the building more identifiable. The interior of the building received much needed wayfinding signage to help clients and visitors navigate their way around the building. The Literacy Volunteers of South Sarasota County received new carpet as well in their suite.



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SOCIAL SERVICES DIVISION 2019

- The Social Services Division holds three major community events annually. During the last calendar year our three major community events were a success.



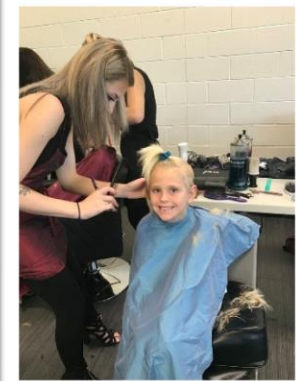
- Our **Home for the Holidays** Program consists of our annual **Adopt-N-Shop** component and this past fiscal year we added a new component, the **Senior Giving Tree**, where we partnered with the Senior Friendship Center and the Senior Center in North Port. During the annual Adopt-N-Shop 353 children were adopted. During the Senior Giving Tree event, 100 North Port seniors were treated to a sit-down luncheon served by City of North Port staff and volunteers while they enjoyed bingo, prizes, and fellowship.



- The **Community Baby Shower and Pre-School Expo** was held in a new location in fiscal year 18/19, the Mullen Center, and had 249 people and 94 families in attendance.



- Our **Back to School Resource Fair** in August had 275 people in attendance and 220 backpacks were distributed.



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SOCIAL SERVICE DIVISION GOALS FOR 2020

- This coming year the Division will work with the Economic Development Division of NDS to develop a forum to **explore the availability of improved broadband service** to underserved areas of the City of North Port.
- Working with the Planning Division of NDS to **create a Neighborhood Services Academy**. This Academy will be designed to empower local residents and community groups with the information and tools to improve their neighborhoods. Various forums and topics will be discussed including an overview of the City Development process, Code Enforcement Programs, Grants, citizen empowerment and related topics.
- The Division will work to **capture additional service numbers** and client information data from all tenants located within the Family Service Center complex in order to obtain a fuller picture of community service and needs.



- In 2020, we will **work closely with Sarasota County on improved access in the County's Community Development Block Grant program** and gain additional information on other social service grant programs from the County and the region.
- Social Services will also work towards the **development of a North Port Office on Aging**. Designed as a single access and information point for all senior services, this office will be a clearing house for all senior related programs and services for the City.

- We will continue to improve the services located in the Family Service Center, where Social Services serves as the landlord. In 2020, we **will improve the way information is provided**, create a single-entry point into the facility and also look to create new and expanded partnerships with other local service organizations.

