



# A Community Framework for Action

for Health & Human Services in Charlotte County



**TOGETHER  
Charlotte!**

*Aligning health & human services to improve our community*

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We envision a safe, healthy, educated and **vibrant community** where individuals, families and organizations are **encouraged, engaged, and empowered** to actively participate in achieving financial stability and in **creating a sustainable quality of life for all.**

## Steering Committee

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**Victoria Carpenter**  
Director, Human Services Department  
Charlotte County Government

**Glama Carter**  
Office of Strategic Planning,  
Performance Management and Quality Improvement  
Florida Department of Health in Charlotte County

**Carrie Blackwell Hussey**  
Executive Director  
United Way of Charlotte County

**Lori North**  
Manager, Family Services Division  
Charlotte County Government

**Dianne Nugent MSN, RN, NE-BC**  
Executive Community Health Nursing Director  
Florida Department of Health in Charlotte County

**Tom Rice**  
Community Volunteer

**Victoria Scanlon, LMHC**  
Chief Executive Officer  
Charlotte Behavioral Healthcare

## Stakeholders

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**Donna Barrett**  
Charlotte Desoto Building  
Industry Association

**Anne Bouhebent**  
ELC Florida's Heartland

**Mary Byrski**  
Charlotte Community Foundation

**Tom Capiello**  
Lung Cancer Research Council

**Vikki Carpenter**  
Human Services Department

**Glama Carter**  
Florida Department of Health in  
Charlotte County

**Aimee Coley**  
United Way of Charlotte County

**Magi Cooper**  
Charlotte County Healthy Start Coalition

**Jennifer Cox-McKimmey**  
Charlotte County Public Schools

**Jaha Cummings**  
New Operation Cooper Street

**Lynn Dorler**  
Boys and Girls Club

**Sue Firestone**  
Senior Friendship Center

**Hector Flores**  
Charlotte County Board of County  
Commissioners

**Debrah Forester**  
Economic Development Office

**Earl Goodwyne**  
Charlotte County Sheriff Office

**Beth Harrison**  
Englewood Community Care Clinic

**Bill Hawley**  
Fawcett Memorial Hospital

**Michael Haymans**  
Community Action Agency  
Advisory Board

**Lorraine Helber**  
Punta Gorda Housing Authority

**Ed Hill**  
Englewood Chamber of Commerce

**Angela Hogan**  
Charlotte County Homeless Coalition

**Alan Holbach**  
United Way of Charlotte County  
Board Member

**Gail Holton**  
Area Agency on Aging of Southwest FL

**Linda Howard**  
Bayfront Health

**Carrie Hussey**  
United Way of Charlotte County

**Nancy Johnson**  
Team Punta Gorda

**Carmel Kisiday**  
Charlotte County Public Schools

**Frank Lepore**  
Florida Department of Health in  
Charlotte County

**Marianne Lorini**  
Area Agency on Aging of  
Southwest Florida

**Mike Mansfield**  
Habitat for Humanity of Charlotte County

**Julie Mathis**  
Charlotte County Chamber of Commerce

**Lori North**  
Human Services Department

**Diane Nugent**  
Florida Department of Health in  
Charlotte County

**Lucienne Pears**  
Economic Development Office

**Geurt Peet**  
Millenium Physicians Group

**Chantall Phillips**  
Charlotte County Public Schools

**Diane Ramseyer**  
Drug Free Charlotte

**Tom Rice**  
United Way of Charlotte County  
Board Member

**Fred Richards**  
Goodwill of Southwest Florida

**Gary Roberts**  
Sun-Herald Newspaper

**Suzanne Roberts**  
Virginia B. Andes Volunteer  
Community Clinic

**Robin Roleson**  
Career Source

**Kevin Russell**  
W. Kevin Russell, P.A.

**Vicki Scanlon**  
Charlotte Behavioral Health

**Sue Sifrit**  
United Way of Charlotte County  
Board Member

**Marianne Taylor**  
Charlotte County Fire /EMS

**Bill Truex**  
Charlotte County Board of County  
Commissioners

**Steve Vito**  
SunTrust Bank

**Phil Wickstrom**  
City of Punta Gorda

**Paula Wilman**  
Punta Gorda Housing Authority

**Norm Wilson**  
Charlotte County Sheriff Office

**Denis Wright**  
Florida SouthWestern State College

**John Wright**  
Punta Gorda Chamber of Commerce

**Chris Zimmer**  
New Operation Cooper Street



## Executive Summary

Charlotte County has a variety of health and human services available to serve a very diverse population. **Concern has been expressed, over the years, regarding the accessibility, affordability and availability of the services to meet the needs of our residents.** There have been several efforts to address these issues, including the conduct of community assessments and the development of action plans. However, the plans and actions have not been coordinated to maximize use of our community resources.

**Recognizing the need for a more coordinated and connected delivery of health and human services, key community leaders came together to discuss possibilities to unite the community in an initiative to improve the delivery system.** A 10 question survey was developed and distributed among stakeholders (*Appendix A*). The information gathered through the survey established a baseline for the stakeholders' discussions of various topics. In addition, this group examined multiple agency plans and identified alignment gaps among them.

Representatives from Charlotte County Government, United Way of Charlotte County, Community Foundation of Charlotte County, Department Health-Charlotte County, Charlotte Behavioral Health Care as well as community volunteers met for several months, examined previous efforts and plans and discussed strategies for employing a unified community effort to address the inadequacies and challenges in meeting the health and human services' needs.

The result of this work was the formation of Together Charlotte, with the aim of promoting collaboration and aligning health and human services to improve our community. **In June 2016, with the understanding that Together Charlotte had to be community based and inclusive, over 50 community stakeholders and leaders were invited to attend a series of four planning sessions to create a community plan.**

### The goals for the sessions were to:

- **Create a shared vision** that reflects the community's aspirations, values and expectations
- **Identify focus areas** that reflect critical community concerns
- **Establish mechanisms** that enable and encourage agencies to innovate, collaborate, coordinate and share resources
- **Design an organizational framework** that promotes collaboration among those in the health and human services delivery system
- **Determine guiding principles**, leadership philosophy, mission and roles necessary for an organizational framework

These four sessions occurred over a period of three months, August through October and were attended by upwards of 50 stakeholders.

In addition to these stakeholders' sessions, **there were five community conversations conducted in Englewood, Port Charlotte, and Punta Gorda.** These sessions were open to the public and at each session, the participants had the opportunity to discuss their aspirations for our community, challenges and concerns, and opportunities for improvement. The information gathered at these community sessions was shared with the stakeholders to use in their discussions. Over 100 people attended the community sessions.

### The results of this initial Together Charlotte effort include:

- **A Vision for our community**, shared by the stakeholders and community leaders
- **A Mission statement** for Together Charlotte that identifies its unique role in our community
- **Organizational Values** that aligns to community expectations
- **A Leadership Philosophy** that expresses how the leaders will engage
- **Guiding Principles** that will frame decision making, maintaining alignment with Vision, Values and Mission

The stakeholders identified the following key items for a Community Framework for Action. These are:

ISSUE:	ACTION:
There is no entity or structure within the community that bears responsibility for addressing the critical issues facing health and human services delivery, and facilitating strategies for system improvements.	Create a Together Charlotte collaborative.
There are a multitude of plans and strategies that address health and human services that are not aligned or well-coordinated.	<ul style="list-style-type: none"> <li>a. Establish a community process that aligns existing plans and assessments to community aspirations and expectations.</li> <li>b. Identify opportunities for collaboration among TC members and others.</li> </ul>
The public at large, users of the health and human services delivery system, and providers may not be aware of the services and resources available to them, the contributions these services make to the vibrancy of the community or the shortcomings and deficiencies within the system.	Develop and implement a communications plan to better inform the public, users of services, and providers, government, and businesses.
Information: Data and data analysis are not consistent, known or readily accessible to support effective decision making.	Establish a data repository
There is a level of distrust among some segments of the community and as well as a lack of community willingness to engage in addressing critical issues.	Develop an approach to inform, learn from and engage/involve disaffected members of the community.

**This Community Framework for Action is just the beginning.** There will be future meetings of Together Charlotte that will focus on the issues identified in the plan. Critical to its success, Together Charlotte encourages continuing **participation and engagement of stakeholders and community leaders** and will seek and encourage **active involvement of our residents to work together to improve our health and human services.**



## Together Charlotte A Community Framework for Action

### Shared Vision

Sharing with others a vision of the future provides opportunity for collaboration and alignment of individuals and organizations to a common purpose, inspires action based on shared aspirations for a better community, and opens the door to possibilities centered on community and not organizations. Our Shared Vision is:

**“We envision a safe, healthy, educated and vibrant community where individuals, families and organizations are encouraged, engaged, and empowered to actively participate in achieving financial stability and in creating a sustainable quality of life for all.”**

### Mission

Identifying an organization’s unique mission in a complex system is fundamental to success and long-term sustainability. As a new concept, Together Charlotte has a unique opportunity to serve the community as a convener, facilitator and catalyst for innovative approaches to addressing gaps and inefficiencies within health and human services delivery systems. Our Mission is:

**“Together Charlotte is a collaborative coalition that empowers and encourages our community to champion high quality health and human services.”**



**The Roles of Together Charlotte that support our mission are:**



**Community Values and Expectations**

A high quality of life is very important to our residents, centered on the uniqueness of our individual communities and our abundant natural resources. We strive for a healthy economic base and want a safe, family friendly environment that respects our age and ethnic diversity. Educational opportunities for our youth are a foundation for our future. We are caring and compassionate and support access to needed health and human services. And, we encourage individual responsibility in the use of services and value fiscal responsibility on behalf of government, philanthropic organizations and service agencies in the funding and provision of these services. We expect a well-connected, responsive, effective and efficient service delivery system achieved through a collaborative approach of community partners and stakeholders. We expect the community to be informed of the appropriate use of services and their availability and location.

**Together Charlotte aligns its organizational values to the community it serves through:**



**Leadership Philosophy**

Achieving success in a broad-based initiative such as Together Charlotte requires a unified leadership approach that embodies the values of the community and encourages active participation and engagement of community members and the agencies and organizations they may represent. The leadership philosophy that unifies Together Charlotte is:

*“Together Charlotte focuses on improving our health and human services delivery systems by encouraging and empowering broad participation, fostering collaboration, and embracing innovation while respecting the obligation to our community to enhance our quality of life and maintain fiscal responsibility.”*

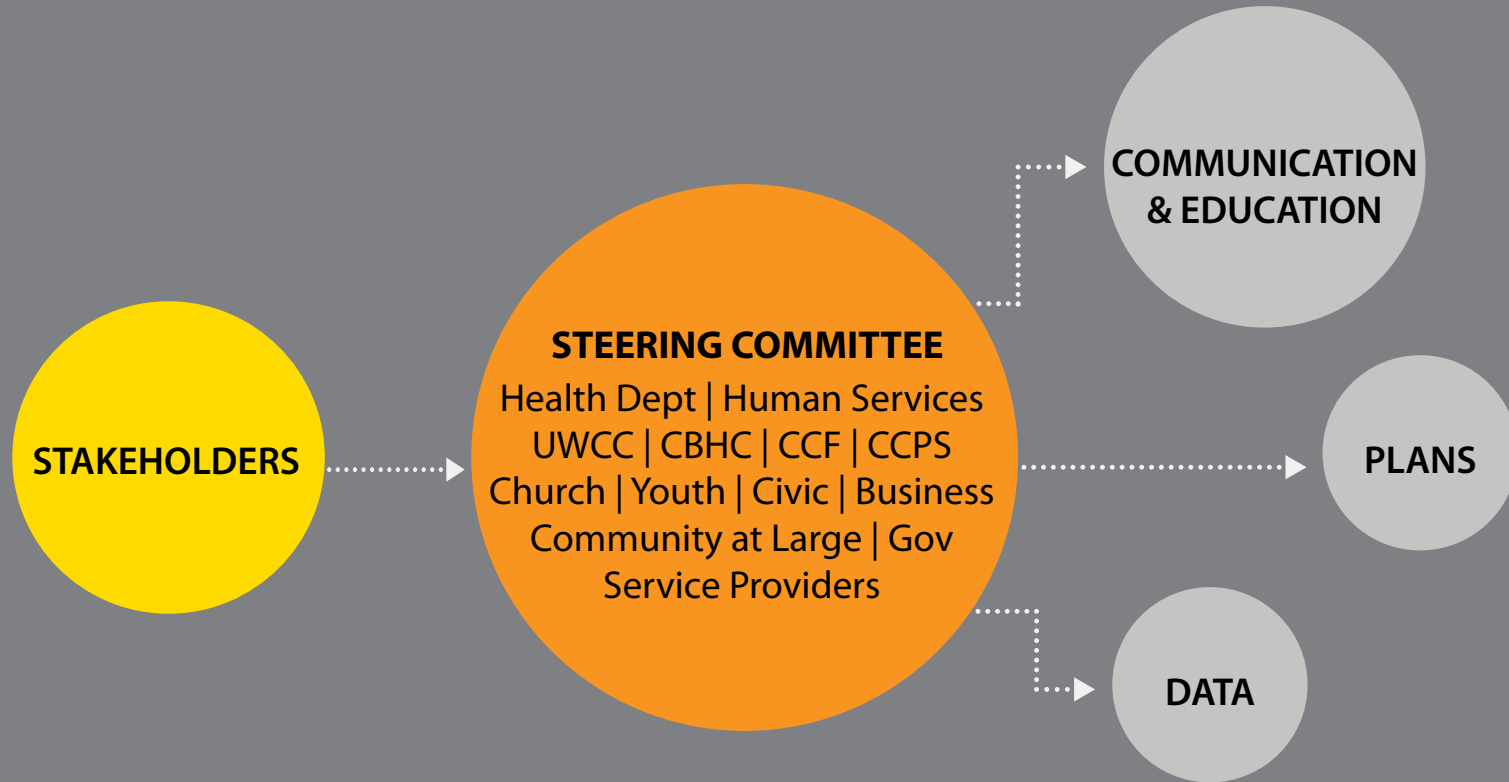
**Guiding Principles**

Service delivery systems within a community are complex and multi-faceted with, in many situations, competing and conflicting interests and priorities, confounded at times by lack of information or awareness. Our Guiding Principles will encourage and enable our leaders to seek decisions that are consistent, reflect our vision and values, and align with our mission and community expectations.

**The guiding principles of Together Charlotte are:**

- 1** Align to our Shared Vision, our Values and our Mission.
- 2** Foster collaboration that will improve efficiency of service delivery.
- 3** Maximize the use of limited resources and the return on investment.
- 4** Base decisions on thorough analysis of the issues and sound data and use best practices as a benchmark.
- 5** Ensure active and open participation of community members, encouraging and respecting diversity.
- 6** Complement other community systems that gains leverage and builds capacity through linkages to them.

**SYSTEMS LEADERSHIP**



**Community Partners and Stakeholders**

Together Charlotte recognizes the importance of being inclusive in addressing the challenges ahead. We will **rely on and encourage active participation of a variety of individuals and organizations** including: civic and community leaders, businesses, faith based organizations, local and county governments, health and human services organizations, service clubs and organizations, advocacy groups, education, and community members.

Together Charlotte will **provide a framework to build** and enhance community capacity to **improve health and human services** and, at the same time, will offer opportunities to build leadership capacity within our community **as we address issues of importance to our residents**. Encouraging the **involvement of multiple generations** will assure learning for our youth and younger generations along with opportunities for mentoring. At the same time, **Together Charlotte can tap into the energy, vitality, and creative spirit of our future leaders**.

**Building Blocks**

Community Leaders coming together to become Together Charlotte identified six building blocks that are important to address as the journey begins to improve our health and human services delivery systems. Appendix (B) graphically depicts the framework created to guide the process.

**These building blocks align with the mission and roles of Together Charlotte and are:**



The Community Leaders identified other challenges that impact the delivery of health and human services. While these challenges are significant, addressing them will require long term strategies and are beyond the scope and capacity of Together Charlotte in its early development.

**These challenges are:**

- Funding:** Limited funding impacts on access to service and to the development of strategies that may increase collaboration and reduce inefficiencies.
- Access to Services:** Some segments of the community can not obtain needed health and human services because of affordability, availability, or accessibility.
- Transportation:** Transportation is not available to some segments of the community and limits or impedes access to employment and a range of services and activities.

**We Need to Hear From You!**

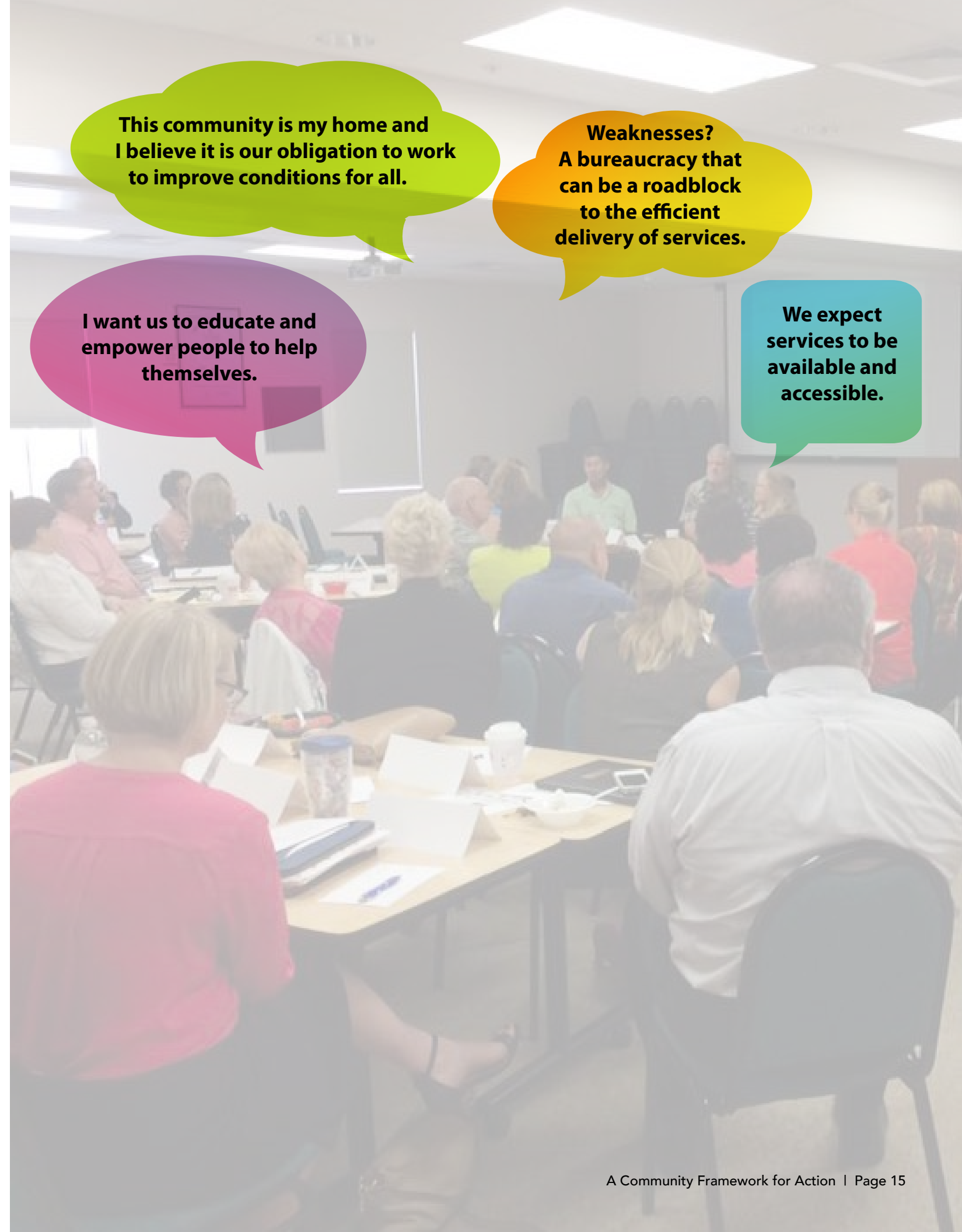
Please join us for a **COMMUNITY CONVERSATION** about health and human services in Charlotte County. Let's talk about transportation. Mental health. Safe neighborhoods. Senior services. Access to healthcare. Education. Financial stability. Let's talk about what matters to YOU!

*What are your aspirations for our community?  
Let's discuss pressing issues. Share ideas. Make connections.*

All are welcome to attend any or all of the following conversations:

- Wednesday, August 24<sup>th</sup> at 2:00pm  
Tringali Recreation Center  
3460 N. Access Road, Englewood
- Wednesday, September 7<sup>th</sup> at 10:00am  
Charlotte Harbor Event Center  
75 Taylor Street, Punta Gorda
- Thursday, September 8<sup>th</sup> at 4:00pm  
Mid-County Library  
2050 Forrest Nelson Blvd, Port Charlotte

*Your voice matters!*



This community is my home and I believe it is our obligation to work to improve conditions for all.

Weaknesses? A bureaucracy that can be a roadblock to the efficient delivery of services.

I want us to educate and empower people to help themselves.

We expect services to be available and accessible.



**Together Charlotte 1st Community Meeting, Group 1**  
**2:00 to 4:00 PM, 8/24/2016**  
**Tringali Recreational Center • Englewood, FL**



**WHAT I LIKE ABOUT CHARLOTTE:**

- Small Town
- Together Feeling
- Not congested/Quiet
- Outdoor life/beaches
- Community works together
- Friendly people
- Laid back feeling
- Safe
- Vested Citizens/Take Action
- Uniqueness
- Law Enforcement Support

**ISSUES:**

- Transportation
- Housing
- Healthy Aging
- Poverty
- Disparity between Sarasota & Charlotte
- Limited financial stability for working families and seniors
- Access to Care
- Communication

**ASPIRATIONS:**

**COMMUNITY ENGAGEMENT**

- More attendance at workshops
- Volunteerism for non-profits
- Encouraging of each demographic

**HOUSING**

- Affordable housing/rent control
- Workforce Housing (local)

**ECONOMIC DEVELOPMENT**

- Stronger qualified workforce
- Responsible growth/ Development plans

**ACCESS TO SERVICES**

- Eliminating barriers for citizens throughout the county to access the same resources
- Creating cohesiveness for services
- Prioritizing Health and Human Services/ creating a greater sense of urgency
- County unified service building (one-stop shop) for services under one roof

**PLANNING**

- Getting more involvement with the comprehensive plan and what is going on in the community
- Affordable long term care for elderly and uninsured
- Less reactive and more proactive
- Population Density (coastal control)

**EDUCATION**

- Better school system
- Reduction of stigma of Technical College (Vo-Tech) to encourage learning of skilled trades (stronger workforce)

**FIXED ROUTE TRANSPORTATION – ESPECIALLY ACROSS COUNTIES**

**ACTIVITIES FOR YOUTH (TO PREVENT DELINQUENCY AND CRIME)**

**BETTER QUALITY OF LIFE**

**GREATER INVESTMENT OF LOCAL FUNDING FOR HHS**

**SOLUTIONS:**

**COMMUNICATIONS/INFORMATION**

- Better communications
- Promote 211 (correct Englewood residents being sent to Sarasota)
- Create a resource repository/Network of providers

**AFFORDABLE HOUSING**

- Laws/ordinances to create affordable housing
- Distinguish between affordable and workforce housing
- Incentive for builders/developers to build affordable housing
- Incentivize self-sufficiency for people on section 8 assistance

**MORE WALKABLE COMMUNITIES**

**RECOGNITION OF CONTRIBUTION AND INVOLVEMENT BY FAITH BASE IN PREVENTION**

**REDUCTION OF TAXES FOR NON-PROFIT ORGANIZATIONS**

**PUBLIC PRIVATE PARTNERSHIPS**

**WHAT DOES IT TAKE TO SUCCEED?**

- Pooling resources
- Resiliency
- Volunteerism
- Communication
- Focus
- Return on Investment (ROI)
- Community Support and involvement
- BCC Support
- Better jobs
- Education
- Accountability
- Incentive to get off public assistance
- Ability to help people help themselves

**WHO DO I TRUST?**

- United Ways
- Habitat for Humanity
- All well run non-profits
- Bob Herbert at Charlotte County Housing
- Faith base agencies
- Law Enforcement

**Together Charlotte 1st Community Meeting, Group 2**  
**2:00 to 4:00 PM, 8/24/2016**  
**Tringali Recreational Center • Englewood, FL**



**WHAT KIND OF COMMUNITY DO YOU WANT? (ASPIRATIONS)**

**PEOPLE**

- Drug free
- Moral
- Connected
- Active
- Accepting of differences (cultures, beliefs, sexuality, expressions)
- Healthy
- Parental and personal responsibility

**PLACE**

- Transparent (exchanging information)
- Safe
- No homelessness
- Reasonable community transportation
- Education in schools with parents assuming this role in the home
- Supportive community

**PROSPERITY**

- Accountable
- Stability
- Obedient government

**ISSUES:**

**ACCESS TO SERVICES**

- Drugs and mental health
- Lack of access to services
- Not enough access for seniors (lack of services for seniors)
- Drug rehabilitation services

**COMMUNITY ENGAGEMENT**

- Feelings of being divided (lack sense of community)
- Underutilization of churches
- Underutilization of service organizations

**CRIMINAL JUSTICE**

- Judicial (sentencing) and law enforcement reform especially with drug abusers
- Prison system should not be "for profit"

**VETERANS' SERVICES**

- Lack of awareness of services and outreach efforts for veterans
- Need more veterans' services

**ECONOMIC SELF-SUFFICIENCY**

- Hunger
- Poverty
- Jobs

**GOVERNMENT**

- More accountability of government spending
- Too many government prohibitive regulations

**AFFORDABLE AND ACCESSIBLE THINGS FOR KIDS, TEENS AND FAMILIES TO DO**

**FUNDING**

**ENHANCED TRANSPORTATION**

**TOP ISSUES:**

- Drugs and mental health
- Affordable and Accessible things to do for children and families
- Enhanced transportation
- Utilization of community resources

**WHAT KEEPS US FROM MAKING PROGRESS?**

**COMMUNITY ENGAGEMENT**

- Differing opinions/divisiveness
- Indifference
- Lack of personal accountability/indifference
- Lack of community involvement
- Denial
- Seasonal community
- Little accommodation for people who work to participate in events

**RESOURCES/FUNDING**

- There is money but wonder if there is a willingness to spend it
- People do not know about existing resources that could help
- Demographics – people who are older are more frugal!

**GOVERNMENT**

- Government incompetence
- Government restrictions

**DIFFERING PRIORITIES FOR THE POOR, WEALTHY, HOMELESS**

**FAMILY STRUCTURE**

**SUPPORT SYSTEMS SUCH AS CHILDCARE**

**WHO/WHAT DO WE TRUST TO TAKE ACTION?**

- Sherriff's office
- Chamber of Commerce
- Churches
- Civic organizations
- Non-profits
- Local schools
- Youth leaders
- Parents
- People not currently involved (new involvement)
- Volunteers

**WHAT CAN BE DONE THAT WOULD MAKE A DIFFERENCE?**

Insufficient time to answer

**WHAT DOES IT TAKE TO SUCCEED?**

Insufficient time to answer

**Together Charlotte 2nd Community Meeting, Group 1**  
**10:00 AM to 12:00 PM, 9/7/2016**  
**Charlotte Harbor Event Center • Punta Gorda, FL**



**ISSUES:**

**HEALTH AND HUMAN SERVICES**

- Access to health and human services
- Mental health
- Affordable, qualified child care
- Substance abuse
- Youth behavioral issues/bullying
- Care and socialization “hub” for vulnerable seniors

**WORKFORCE**

- Poor wages/livable wages
- Unqualified workforce

**HOUSING**

- Affordable housing
- Workforce housing
- Homelessness

**POVERTY**

**LACK OF GOOD SCHOOLS**

**APPEARANCE/AESTHETICS OF PORTIONS OF COUNTY**

**UNWILLINGNESS TO PAY FOR COMMUNITY IMPROVEMENTS**

**TRANSPORTATION**

**LACK OF STRONG BUSINESS PRESENCE**

**ASPIRATIONS:**

**PEOPLE**

- Multi-generational activities
- Healthy and active lifestyle
- Social supports for seniors
- Mentorship programs

**PLACE**

- Safe neighborhoods
- Friendly community
- Quality schools
- Cultural events and programs
- Plentiful natural resources
- Clean environment
- Aesthetic appeal
- Quaintness
- A place for all/diversification
- Affordable housing

**PROSPERITY**

- Good economy
- Diverse employment opportunities
- County-wide prosperity
- Measured growth
- Lots of locally owned businesses

**BARRIERS:**

**FUNDING**

- Lack of money/resources
- General economy

**COMMUNITY ENGAGEMENT**

- Lack of volunteerism/advocates
- Lack of commitment/apathy
- Sense of disconnect throughout county
- No sense of community identity
- Exclusiveness vs. Inclusiveness
- Absentee homeowners
- Seasonal residents/transient population
- Time and energy of working class
- Planning
- Lack of a health and human services “master plan”

- Too lofty goals
- Prioritization
- Inadequate representation of sectors of the population
- “Pockets” of isolation/neglect in some parts of county

**COMMUNICATION (ACROSS DIFFERENT PLATFORMS)**

**POLITICS**

**GEOGRAPHIC SPREAD**

**SOLUTIONS:**

**COMMUNITY ENGAGEMENT**

- Greater involvement of citizens
- More champions of the community
- Make meetings more accessible to working class
- Reach out more to target populations/ensure everyone has a voice

**HEALTH AND HUMAN SERVICES**

- Child care and transportation to community meetings/incentives
- “One-stop-shop” for health and human services (combination of cultural center, family services center, education, and health care)

**PLANNING**

- Set realistic expectations
- Utilize best practices/successful models (for example, blue zone)
- Balance community needs with available resources

**PROSPERITY**

- Provide more and better employment opportunities
- Attract more businesses

**ACCOUNTABILITY**

- Government accountability
- Accountable and transparent organizations

**WHO DO I TRUST TO TAKE ACTION?**

- Law enforcement (sherriff’s office)
- United Way
- Enterprise Charlotte Economic Council
- Strategic partners
- Charlotte County Chamber of Commerce
- Non-profits
- Next generation
- Local hospitals
- Myself
- Mentors and volunteers
- Accountable and transparent organizations
- County Commissioners

**Together Charlotte 2nd Community Meeting, Group 2**  
**10:00 AM to 12:00 PM, 9/7/2016**  
**Charlotte Harbor Event Center • Punta Gorda, FL**



**ISSUES:**

**HEALTH AND HUMAN SERVICES**

- Drugs
- Lack of resources for aging population/  
Loss of programs for elderly

**HOUSING**

- Affordable housing

**ECONOMIC DEVELOPMENT/  
WORKFORCE**

- Employment/Jobs/wages
- Competition for jobs between seniors and youth
- Lack of economic diversity/development

**DIVERSITY**

- Cultural diversity
- Lack of cultural diversity
- Perception of Charlotte as retirement community

**COMMUNITY ENGAGEMENT**

- Lack of inclusion for new residents
- Enhance communication and outreach
- High turnover in population

**TRANSPORTATION**

**GEOGRAPHIC ISOLATION BETWEEN PG,  
PC, ENGLEWOOD**

**LACK OF YOUTH FOCUS**

**TOP ISSUES:**

- Economic development
- Housing (rent, homelessness, barriers to housing for those with felonies)
- Health (drug use, mental health, elder issues, crime prevention)
- Transportation (affordable & convenient)
- Rising sea levels

**ASPIRATIONS:**

**PEOPLE**

- Active
- Educated
- Healthy
- Altruistic
- Drug free

**PLACE**

- Affordable
- Cohesive
- Secure
- Safe
- Desirable
- Transportation & ability to move freely throughout county
- Attractive
- Welcoming

**PROSPERITY**

- Prosperous
- Increased employment opportunities
- Environmentally sustainable

**BARRIERS:**

**RESOURCES**

- Funding
- Inefficient use of resources/time

**AWARENESS**

- Lack of awareness despite available data
- Lack of awareness of resources/resource underutilization

**COMMUNITY ENGAGEMENT**

- Motivation
- Cooperation/collaboration between local agencies
- Finding a way to engage/reach volunteers (i.e.) (Underutilizing seniors)

**PLANNING**

- Prioritization

**POLITICAL WILL**

**SELF-DEFEATING GOVT POLICIES (BAN ON TRAILER PARKS AFTER CHARLEY)**

**LACK OF CONSISTENCY IN LEADERSHIP**

**SOLUTIONS:**

**COMMUNITY ENGAGEMENT**

- Outreach/marketing
- Volunteer utilization
- Education & Job Opportunities
- Proactive rather than Reactive approach
- Community Partnerships

**FIGURE OUT TRANSPORTATION**

**REMOVE ECONOMIC DEVELOPMENT BARRIERS**

**PLANNING**

- Focus financial resources on identified priorities
- Focus on communities using best practices, learn from them

**WHO DO I TRUST TO TAKE ACTION?**

- Untapped community leaders
- Other communities that have done it successfully
- Organizations that have demonstrated accountability within existing government
- Kitson/Babcock Development
- Existing leaders: Kitson, Klein, Asparilla, McQueen, Laishley
- Churches & faith-based organizations

**ADDITIONAL THOUGHTS/QUESTIONS:**

- What's the plan?
- How will info be shared?
- Holding government accountable for existing/future projects & use deadlines
- What is different now, as the issues have been for the past 5 years?
- Concerns about priority overload. Focus on 1-3 projects to obtain success
- Invite those identified as trustworthy to continue to participate



**Together Charlotte Port Charlotte Community Meeting**  
**4:00 to 6:00 PM, 9/8/2016**  
**Mid-County Library • Port Charlotte, FL**



**WHAT KIND OF COMMUNITY DO YOU WANT (ASPIRATIONS)?**

**PEOPLE**

- Positive
- Healthy
- Energetic
- Engaged seniors in the community

**PLACE**

- Safe
- Outdoor access
- Affordable
- Esthetically pleasing
- Vibrant
- Community identity
- Quality education
- Health care
- Incorporation of different municipalities
- Hospitality accommodations
- Diversity
- Elevated beautification of us 41
- Public/transportation

**PROSPERITY**

- Prosperous
- Skilled labor availability
- Economically enticing for all ages
- Business development vs service industry
- Availability of jobs

**ISSUES:**

**RESOURCES/FUNDING**

- Lack of financial resources
- Economics

**COMMUNICATION/OUTREACH**

- Communication/outreach related to health and human services

**ACCESS TO HEALTH/HUMAN SERVICES**

- Good healthcare
- Health/human resources
- Drugs/alcohol
- Insufficient social services
- Coordination of services

**WORKFORCE**

- Lack of skilled labor force
- Livable wages
- Employment opportunities
- Lack of trade schools

**INCORPORATION**

**TRANSPORTATION**

**IMMIGRATION/LANGUAGE BARRIERS**

**AFFORDABLE HOUSING/HOMELESSNESS**

**SEWERS**

**EDUCATION & MENTORING**

**TOP ISSUES:**

**ECONOMIC DIVERSITY**

- Jobs/employment opportunities
- Businesses
- Youth retention
- Affordable housing/homelessness

**TRANSPORTATION**

- Infrastructure and sidewalks
- Safe routes

**HEALTHCARE/HEALTH & HUMAN SERVICES**

- Mental health
- Social services
- Outreach/coordination
- Funding
- Drugs/alcohol

**EDUCATION**

- Mentoring
- Trade schools
- Higher education

**WHAT KEEPS US FROM PROGRESSING?**

- Government
- Funding
- Taxes
- Leadership
- Public support
- Bureaucracy
- Common sense
- Greed
- Lack of community identity
- Newcomers who do not know/have the skills to engage
- Fear of going out
- Size of county
- Lack of common purpose
- Not exploiting/utilizing social media
- Need for community branding
- Resistance to change (keep status quo)
- Communication (transparency) re: sewers; taxes/ad valorem; how \$\$ spent

**WHAT CAN BE DONE THAT WOULD MAKE A DIFFERENCE?**

- Incorporation
- Increase young people involvement
- Open communication/collaboration
- Team punta gorda concept
- Educate adults on how to communicate/participate
- Have smaller group meetings, more often/focus groups for particular issues

- Capitalize on churches involvement
- Branding of community
- Top supports the bottom with a unified vision

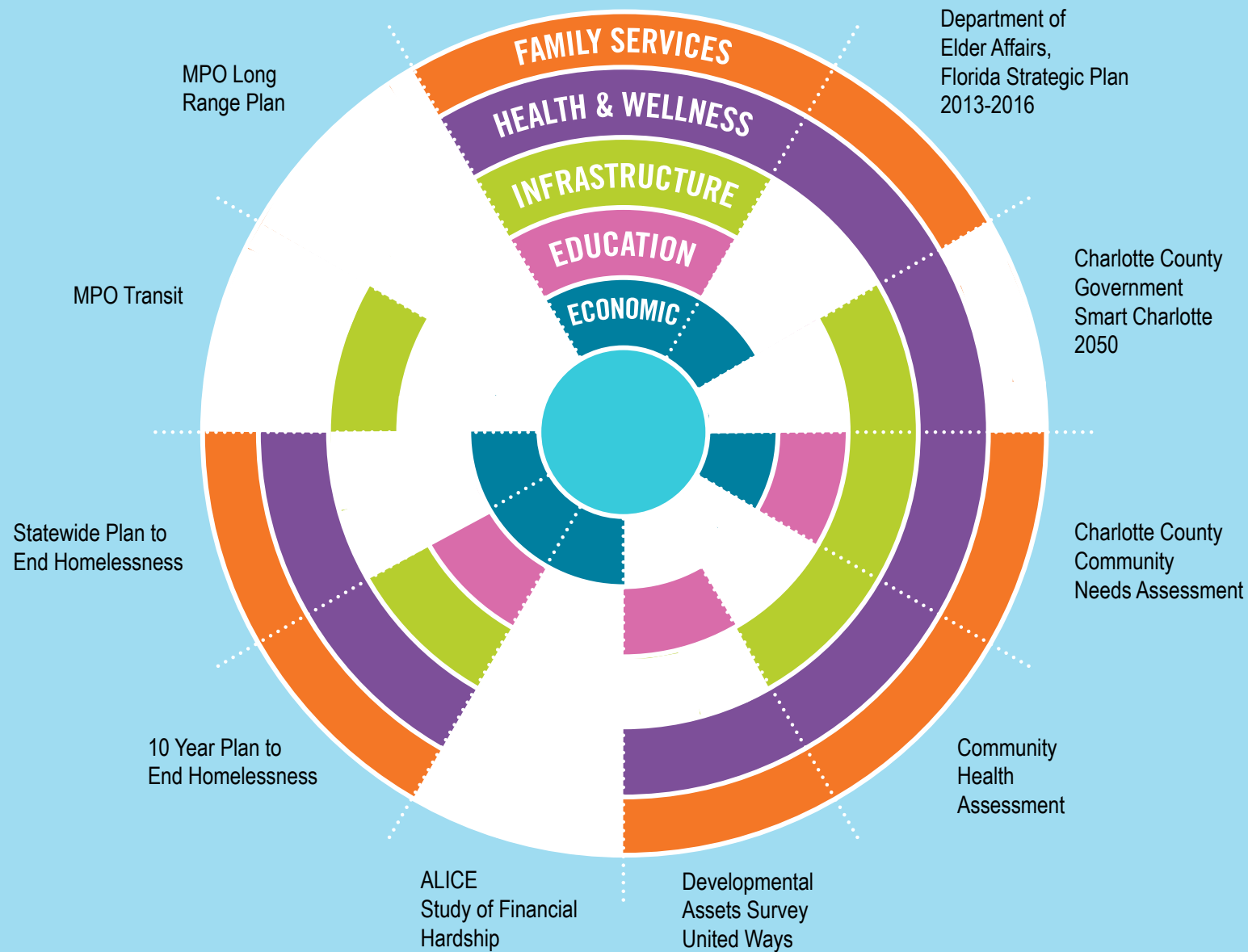
**WHO DO YOU TRUST IN THE COMMUNITY?**

- Churches/local pastors
- Scouts
- Civic groups (e.g. VFW)
- Our Charlotte Elder Affairs Network (O.C.E.A.N)
- Student government
- Carrie Blackwell-Hussey (United Way)
- Deena (??)
- Dr. Aspirilla/Dr. Klein
- Imagine Schools
- R.O.T.C.
- Volunteers/Sheriff/Police departments
- Chamber leaders
- Associations (e.g. condos/homeowners)
- Mike Riley
- Team Parkside
- Social services agencies

**QUESTIONS?**

- Now what?
- How do we pay for it?
- How do we stay involved?
- Do we need a Facebook Page?
- How will the project be communicated (to the population)?
- Project will need goals, objectives and outcome measures.

Representatives from Charlotte County Government, United Way of Charlotte County, Community Foundation of Charlotte County, Department Health-Charlotte County, Charlotte Behavioral Health Care as well as community volunteers met for several months, read multiple agency plans and discussed strategies for addressing plans alignment gaps.



Thank you for agreeing to participate in Together Charlotte, the community initiative to improve coordination and delivery of health and human services in Charlotte County. Our first planning session will be on August 10, 2016, with three sessions to follow over the next several months. Below is a survey for you to complete no later than August 5, prior to our first session. The information we gather from the survey will aid in the facilitation of the sessions and will allow more time for discussion of the various topics.

There are four categories of questions. The first three questions relate to leadership, touching on why you choose to lead, values that will guide leaders, and aspirations for our community that will begin the discussions around directions for the future. Questions 4 and 5 focus on the community will begin to identify what is important to our community, what we value and cherish as well as expectations of health and human services.

Questions 6 through 9 will consider the delivery of health and human services as a system and ask the questions found in a traditional SWOT analysis: Strengths, Weaknesses, Opportunities and Threats.

Question 10 provides the opportunity to identify other community partners that can contribute to improving health and human services within our community.

1. Why do you choose to be a leader in health and human services?

Reason 1

Reason 2

Reason 3

2. What are three values that you believe reflect the character of health and human services in Charlotte County and may serve as the moral, ethical, and responsible foundation for the work you will do?

Value 1

Value 2

Value 3

3. What are three aspirations you have for your community?

Aspiration 1

Aspiration 2

Aspiration 3

4. What are three things that our *community values* or holds as important?

- Our community values:
- Our community values:
- Our community values:

5. What are three expectations that the *community may* have of health and human services?

- Our community expects:
- Our community expects:
- Our community expects:

6. What are three strengths of the Charlotte County's delivery of health and human services?

- Strength 1:
- Strength 2:
- Strength 3:

7. What are three weaknesses within our community's ability to provide health and human services?

- Weakness 1:
- Weakness 2:
- Weakness 3:

8. What are three opportunities for the aligning and coordinating health and human services?

- Opportunity 1:
- Opportunity 2:
- Opportunity 3:

9. What are three threats that may impact the delivery of health and human services?

- Threat 1:
- Threat 2:
- Threat 3:

10. Identify three potential partners that you believe are critical to the success of any community effort to improve service delivery.

- Potential Partners 1:
- Potential Partners 2:
- Potential Partners 3:

11. Please provide any comments that you believe will be helpful as we move forward.

WHY	WHAT
<p><b>Shared Vision</b></p> <p>We envision a safe, healthy, educated and vibrant community where individuals, families and organizations are encouraged, engaged, and empowered to actively participate in achieving financial stability and in creating a sustainable quality of life for all.</p>	<p><b>Mission</b></p> <p>Together Charlotte is a collaborative coalition that empowers and encourages our community to champion high quality health and human services.</p>
<b>BUILDING BLOCKS</b>	
<p><b>1</b> Organize: There is no entity or structure within the community that bears responsibility for addressing the critical issues facing health and human services delivery system improvements and facilitating strategies to improve.</p>	<p>Create a Together Charlotte collaborative.</p>
<p><b>2</b> Planning: There are a multitude of plans and strategies that address health and human services that are not aligned or well coordinated.</p>	<p>Establish a community process that aligns existing plans and assessments to community aspirations and expectations.</p> <p>Identify opportunities for collaboration among TC members and others.</p>
<p><b>3</b> Awareness: The public at large, users of the health and human services delivery system, and providers may not be aware of the services and resources available to them, aware of the contributions these services make to the vibrancy of the community or aware of the shortcomings and deficiencies within the system.</p>	<p>Develop and implement a communications plan to better inform the public, users of services, and providers, government, and businesses.</p>
<p><b>4</b> Information: Data and data analysis are not consistent, known or readily accessible to support effective decision making.</p>	<p>Establish a data repository</p>
<p><b>5</b> Trust/Engagement: There is a level of distrust among some segments of the community and as well as a lack of community willingness to engage in addressing critical issues.</p>	<p>Develop an approach to inform, learn from and engage/involve disaffected members of the community.</p>

HOW	WHEN	WHO
<p><b>Roles</b></p> <ul style="list-style-type: none"> <li>• Advisor</li> <li>• Advocate</li> <li>• Catalyst</li> <li>• Collaborator</li> <li>• Convener</li> <li>• Educator</li> <li>• Evaluator</li> <li>• Planner</li> </ul>	<p>Short: &lt; 1 yr.</p> <p>Med: 1-2 yrs.</p> <p>Long &gt; 2 yrs.</p>	<p>Together Charlotte</p>
<ul style="list-style-type: none"> <li>• Review best practices</li> <li>• Determine leadership</li> <li>• Identify structure</li> <li>• Determine necessary start up resources</li> <li>• Define membership</li> </ul>	<p>Short</p>	<p>Steering Committee</p>
<ul style="list-style-type: none"> <li>• Identify existing plans and assessments</li> <li>• Review plans/assessments, determine opportunities for coordination and collaboration</li> <li>• Convene discussions to identify potential short and medium term opportunities</li> <li>• Identify opportunities for alignment of plans with community aspirations and expectations.</li> </ul>	<p>Short-Medium</p>	<p>Plans Committee</p>
<ul style="list-style-type: none"> <li>• Review existing data, results of community conversations, focus groups.</li> <li>• Conduct additional community conversations to align to current community aspirations and concerns</li> <li>• Determine communication methods, priority messages and audience.</li> <li>• Determine communication mediums (PSAs, speakers' bureau, newspapers, social media, Websites, studies)</li> <li>• Meet with elected officials and community leaders regularly</li> </ul>	<p>Short</p>	<p>Communications and Education Committee</p>
<ul style="list-style-type: none"> <li>• Identify plans and assessments</li> <li>• Establish mechanism for making plans/assessments available.</li> <li>• Create an agreement to share no-proprietary data</li> <li>• Publish a comprehensive list of available resources</li> <li>• Establish resourcing approach to support/share data analysts.</li> </ul>	<p>Medium</p>	<p>Data Committee</p>
<ul style="list-style-type: none"> <li>• Openly share and disseminate information</li> <li>• Identify disaffected groups/individuals and create opportunities for interaction (community conversations, presentations, one-on-one, etc.)</li> </ul>	<p>Short-Medium</p>	<p>All Committees: Steering Plans Communications &amp; Education Data</p>

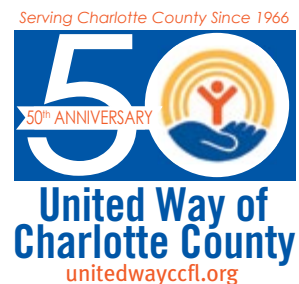




## Get Involved!

Help make Charlotte County a better place to live for us all.  
Contact us today.

### Generously Funded By



For more information, contact Carrie Blackwell-Hussey,  
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at (941) 627-3539 or [carrie.hussey@unitedwayccfl.org](mailto:carrie.hussey@unitedwayccfl.org).