

Turning Points

Bill Galvano One Stop Center

Turning Points (previously Community Coalition for Homelessness)

- Provides, facilitates and coordinates services to homeless and those at risk of becoming homeless in Manatee County, FL using a holistic approach
 - **Transitional Development Program**
 - **Open Door Resource Center**
 - **Medical & Dental Clinic**
 - **Veteran Services Program**

- **Other on-site services**
 - Patio – 6 am – 2 pm (12:00 pm on weekends)
Open to all
A place to come in out of inclement weather
Coffee, pastries, water, juice (Continental Breakfast) Daily
Access to restrooms
 - Our Daily Bread
Open to all
Hot meal between 10 and 11:30 am daily – 364 days a year
Faith based, primarily volunteer operated
200-300 clients served daily
 - Our Daily Bread (Loaves & Fishes)
Client Choice food pantry - Food bags once a month
Fresh foods, vegetables, canned and other non-perishables
 - Clothing donations for Open Door Clients – children’s closet
 - Bicycle shop (donations welcome) – adult and children’s bicycles
Bike repairs - parts
Bikes given to those in need, including a lock and chain

- **Clients**
 - Homeless individuals and families or those at risk of becoming homeless
 - Manatee County residents
 - Income up to 200% of poverty level for medical/dental – rental assistance programs have specific income guidelines determined by funding source (<30% AMI)
 - Veterans and their families
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- **Staff**
 - 18 full and 5 part-time staff
 - 200 volunteers and 42,000 volunteer hours this past year

- **Support**
 - Private funding (41%)
 - Donated services and supplies \$1,588,570 (37%)
 - Public funding (22%)

- **Who are the homeless in Manatee County?**
 - 13% of population earns less than the national poverty level
 - 30% of population are employed, but at risk
 - Employment does not provide a living wage
 - Unemployed
 - Can't find affordable housing
 - Unexpected financial expense, often due to medical expenses
 - Lack of affordable services such as child and elder care, health care
 - Mentally ill, including alcohol and substance abusers
 - Non-literate
 - Family disintegration, including divorce, desertion, teen pregnancy, domestic abuse, runaway youth
 - Owe more than home is worth and face foreclosure

- **HMIS Service** – National Homeless Management Information System
 - All services documented and coded
 - Each client receives an ID with barcode, scanned at each visit

- **Transitional Development Program** – assists eligible homeless, those served with an eviction notice, and those requesting rental assistance
 - Case managers evaluate requests, help identify options, help create budgets, refer to other agencies for additional services
 - Referrals from 211 United Way for those with sustainable income
 - Assistance may be from HUD, FEMA, and Season of Sharing
 - Financial assistance provided as available for security deposits, rent, utilities
 - 1400 households met with case managers

- **Open Door Resource Center** – help with basic survival needs
 - 2200+ new clients seen in 2014-15
 - Computers for job applications and email, other web-based resources
 - Employment assistance
 - Help to obtain Florida ID card, copies of birth certificates, food stamps
 - Mail room for receiving mail, message board
 - Telephones, fax
 - Restrooms, hot showers, personal hygiene kits, haircuts
 - Laundry services, shoes
 - Transportation assistance
 - Emergency assistance for prescriptions, food, short term housing, tools, uniforms, gas or bus tickets

- **Veteran Services Program (Yellow Ribbon Program)**
 - 90 Veterans served in 2014-15
 - Provide rental assistance and assistance with other services such as employment, housing, child care, transportation
 - Referrals to VA
 - Partnerships with Veterans groups, local service clubs

- **Medical and Dental Clinics**
 - Opened in 2009; clinic space expanded in 2013 with an enhanced ability to serve more clients
 - All clinic services are provided at no charge to eligible clients

 - **Medical** - primary care delivery for chronic conditions (e.g., asthma, allergies, hypertension, diabetes, foot problems, etc.) and acute and urgent care (colds, flu, infections, minor wounds)
 - Eligibility - Manatee County residents, ages 18 - 64 with no health insurance, and income at or below 200% of Florida poverty level
 - Women's health exams, mammograms (donated)
 - Prescriptions (no cost or minimal cost)
 - Laboratory tests - no cost pending Manatee County funding, or low cost through Manatee Memorial Hospital
 - 6700 services provided in 2014/15

 - **Dental** - provide basic dental care, including cleanings, fillings, extractions, partial dentures but not root canals and crowns
 - Manatee County residents, ages 5-70, income at or below 200% of Florida poverty level
 - 4530 services provided in 2014/15
 - \$9 million worth of dental services provided 2009 – 2015

 - **Staff**
 - Volunteer physicians, dentists, pharmacists, nurses, dental hygienists who are currently in practice or retired and licensed in Florida
 - Lake Erie College of Osteopathic Medicine (LECOM) 4th year medical students and a physician preceptor see patients in morning clinics.
 - Liability insurance is provided through the State of Florida to clinics providing free health and dental services to underserved populations.

 - **Needs**
 - Volunteer Medical and Dental professionals at all levels, licensed or license-eligible in Florida
 - Durable medical equipment and supplies
 - Monetary donations

- **Current Partners**
 - Goodwill Manasota
 - United Way
 - Centerstone
 - Project Heart/Manatee County Schools
 - Our Daily Bread
 - Bridge of Hope
 - Manatee County Health Department
 - Department of Children and Families
 - Whole Child Project of Manatee
 - Manatee Community Action Agency
 - The Salvation Army
 - Hope Family Services