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

- 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