



2021 Service Delivery Plan

Charlotte County Healthy Start Coalition, Inc

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Introduction to Work Plan

Various Social Determinants of Health (SDOH) have significant impact on the health of pregnant women and their families as supported by the findings of the recently completed 2021-2023 Charlotte County Community Health Improvement Plan (CHIP). The CHIP report was developed by the Florida Department of Health in Charlotte County with the help of community partners and expert contributors as part of the department's full community health assessment process.

The seven (7) social determinants identified as impacting pregnancy health are employment, housing, poverty, education, toxic stress, racism, and transportation. The following information contained within the CHIP report supports this.

EMPLOYMENT and HOUSING – “The foundation for health and well-being starts with stable employment and housing security.”

“In 2019, the Charlotte County Board of County Commissioners set affordable housing as one the county's bold goals.”

POVERTY – “Eleven percent of Charlotte County households are in poverty and 35% are cost-burdened.”

“Unemployment rates experienced a dramatic increase, the highest being in April 2020 at 13.8%. As of September 2020, unemployment in our region has seen a steady decline and remains above 5%.”

RACISM – “Each of these economic factors contribute to higher health risks, poor health outcomes, and exacerbate health inequities prevalent in vulnerable populations.”

EDUCATION – “Access to high quality education helps lay the foundation for healthier and longer lives, while also countering the effects of generational trauma and poverty. Through education, children and adults alike, are equipped with life skills and community connections that increase their capacity to thrive through a stable environment.”

TOXIC STRESS – “The environment in which we live can either promote health and safety or contribute to poor health and become a breeding ground for violence and toxic stress.”

TRANSPORTATION – “Charlotte County's built environment remains a major challenge for its residents. With no robust public transportation system and limited pathways to access community resources by bike or on foot, the county is considered car-dependent which leaves zero-care and low-income households at a severe disadvantage.”

Through CONNECT, prenatal women and infants have a community intake system that assesses need and provides referral to interventions including home visiting programs and other local service agencies. This centralized intake initiative helps women and infants quickly access the services they need. The CHIP report noted that “most recent numbers show that Charlotte County has improved on several indicators which assess overall access to care in a community...access to adequate and specialized healthcare through insurance and affordable costs is essential to health and well-being as they promote preventative care and alleviate the financial burden of care in later life.” The following workplan context and detail is the coalition's strategy to improve maternal/child health, address Social Determinants of Health, close service gaps and continue our community's momentum in improving access to care.

Community, Consumer and Provider Input/Surveys

Community and Consumer Input

The Charlotte County Healthy Start Coalition solicits input from the community in a number of ways in order to identify the needs of consumers and to assess the effectiveness of maternal and child health services provided. Below is a list of activities that have been completed since the submission of the prior service delivery plan. A summary of these surveys is provided under *Summary of Surveys Conducted for Charlotte County Healthy Start Coalition, Inc.* Copies of survey summaries and presentation evaluations can be found at the end of this document.

Activity	Date	
Presentation Evaluation Survey	10/18/17	
Presentation Evaluation Survey	01/10/18	
Presentation Evaluation Survey	04/11/18	
Presentation Evaluation Survey	11/08/18	Presentation
Evaluation Survey	01/09/19	
Presentation Evaluation Survey	04/10/19	
Presentation Evaluation Survey	01/08/20	

Provider Input

All service providers include client satisfaction surveys as part of their annual service performance measurement. Prior to FY19-20, client satisfaction survey results were reported with quarterly performance report. Those performance reports indicated 100% satisfaction with knowledge gained and service delivery. Beginning in FY19-20 separate client satisfaction survey summaries have been provided for CONNECT (CIR) and Care Coordination services. These reports are summarized below in the *Summary of Surveys Conducted for Charlotte County Healthy Start Coalition, Inc.* component of this report.

Activity	Date
CONNECT - Participant Satisfaction Survey Summary	Qtr 1 FY19-20
CONNECT – Participant Satisfaction Survey Summary	Qtr 2 FY19-20
CONNECT – Participant Satisfaction Survey Summary	Qtr 3 FY19-20
CONNECT – Participant Satisfaction Survey Summary	Qtr 4 FY19-20

CONNECT – Participant Satisfaction Survey Summary	Qtr 1 FY20-21
CONNECT – Participant Satisfaction Survey Summary	Qtr 2 FY20-21
Care Coordination – Participant Satisfaction Survey Summary	Qtr 1 FY19-20
Care Coordination – Participant Satisfaction Survey Summary	Qtr 2 FY19-20
Care Coordination - Participant Satisfaction Survey Summary	Qtr 3 FY19-20
Care Coordination - Participant Satisfaction Survey Summary	Qtr 4 FY19-20
Care Coordination - Participant Satisfaction Survey Summary	Qtr 1 FY20-21
Care Coordination - Participant Satisfaction Survey Summary	Qtr 2 FY20-21
IPO Participant Satisfaction Survey Summary	FY17-18
IPO Participant Satisfaction Survey Summary	FY18-19
IPO Participant Satisfaction Survey Summary	FY19-20
IPO Participant Satisfaction Survey Summary	Qtr 1 FY20-21
OB Provider – CONNECT & Healthy Start Provider Survey	12/10/20
OB Provider – CONNECT & Healthy Start Provider Survey	1/26/21

Board and Membership Input

While Board and General Membership meetings held throughout the year provide updates on local program services, successes, challenges and developing maternal/child health trends, they also serve as a venue in which to gather public input. Input from both Board and members is encouraged and welcomed during meeting discussions, including annual review of engagement and quality assurance action steps. In addition, Board members are periodically surveyed for community perception, capacity building and strategic planning. Outcomes of the Board SCOPE survey are included in the *Summary of Surveys Conducted for Charlotte County Healthy Start Coalition, Inc.* component below.

Activity	Date_____
CCHSC Board Perception/Social determinants of Health Questionnaire	05/08/19
CCHSC Board SCOPE Survey	08/14/19

Community Presentation Input

General membership meeting attendees received important information on topics associated with maternal/child health and were asked to evaluate the speaker and the information provided. Respondents provided feedback on overall presentation, knowledge gained, relevance of topic, ways to improve presentation, and were surveys for other suggested topics of interest. Overall feedback on guest presentations was positive with few recommendations for improvement. Topics covered are shown in the table below. Suggested topics for future presentations included *how addicts recover, help for homelessness, SEN nursing challenges, mentoring youth, use of vaping/juuling, and behavioral health.*

PRESENTATION TOPIC	DATE
Opioid Exposed Infants & the Cost to the Community	10/18/17
Substance Exposed Newborns	01/10/18
Mentoring for Success	04/11/18
The Power of Prevention	11/8/18
Journey to Baby Friendly	01/9/19
Essential Oils for Women in Labor	04/10/19
Wellcare Baby Steps Program	01/08/20

Consumer Input - Client Satisfaction Surveys FY19-20 and FY20-21 through Qtr 1

CONNECT Program participants surveyed reported being satisfied with their contact with the CONNECT specialist and were appreciative of knowledge gained relative to area services. Those completing surveys also indicated that Finances, stress, and affordable housing were their most pressing areas of concern. Comments relative to the program included, “Great phone call...very warm and helpful,” “Very thankful for reaching out to me,” “I actually learned a lot of things I did not know,” “I felt a sense of relief after the call with Charlotte CONNECT,” The specialist was very knowledgeable about services available to me and my family,” “...very nice service with lots of useful information,” “glad you offer this service to new moms,” and “I can’t wait to be able to use the resources she explained...”

Client satisfaction survey results for the Care Coordination program indicated that the Healthy Start program was beneficial, with care coordinators providing clear, easy to understand information in a non-judgmental way. Respondents indicated gaining the most knowledge in infant/child development, infant safety, community resources, prenatal education, women’s health, safe sleep, parent education, and family planning. Examples of additional comments include, ...helped me build confidence in myself and to keep track with my children’s milestones,” “great program for first time moms,” “...love having her to talk to whenever I need to...” “I recommend (my care coordinator) and the program to every pregnant woman I know,” “everyone involved with Healthy Start has made themselves available through Telehealth and telephone calls/text messages through the COVID19 shut down,” “they really help me a lot,” “excellent information and help,” “...the meetings with (my care coordinator) felt more like friends catching up over

coffee than an informational lecture,” “...(my care coordinator) gives me hope and a sense of empowerment,” “very pleased with all of the support,” “you make having a new addition to my family easier and I appreciate it so much,” and “(my care coordinator) has forever changed my life and my family’s.”

CCHSC Board Perception/Soc. Determinants Questionnaire

This verbal questionnaire was provided at the May 18, 2019, CCHSC Board meeting using 2017 data to draw attention to several social determinants of health (poverty, housing, racism) and determine Board member perception relative to local poverty, housing costs, uninsured residents, ethnic composition of residents, and local racial disparities in premature birth and maternal obesity. Most perceived higher rates of local poverty and uninsured residents, but believed housing costs to be lower. Statistics were also shared on racial disparities in premature births and maternal obesity

Board SCOPE Survey

This Board survey was conducted to aid in strategic planning and development of the 5-year Service Delivery Plan. Directors were asked to provide input on the five components of the SCOPE process (*Situation, Core Competencies, Obstacles, Prospects to Sustain and Expectations*). Core competencies represented the strengths of the organization and a sampling of replies included:

- large community presence
- community partnerships
- professional and dedicated staff
- resources for expectant and new mothers

Noted obstacles and prospects to sustain the program included funding for capacity building, engagement of participants, and community involvement.

Providing outreach to prospective participants, promoting healthy birth outcomes, home visiting services and continued quality assurance activities were noted as expectations to maintain current program levels. A sampling of future expectations included increased fundraising activities, messaging through social media and education on the seven social determinants of health.

OB Provider Surveys

OB providers were surveyed, most recently in January 2021 for their understanding and referral to CONNECT and Healthy Start services. All sites reported being familiar with local community resources for pregnant women and infants, including Healthy Start. Additional information on CONNECT was deemed necessary and those sites reporting an interest in participating in a lunch event to learn more about CONNECT and Healthy Start received a Lunch-n-Learn presentation in January or February 2021.

Resource Inventory

Medical Services – Birthing Centers & Hospitals		
All Children’s Hospital	501 6 th Ave. S St. Petersburg, FL 33701 1-800-456-4543	Florida Pediatric Regional Treatment Center.
Baby Love Birth Center	3046 Del Prado Blvd. S #2 E Cape Coral, FL 33904 (239) 540-9010	Birth suites with whirlpool tub/birthing pool for water births. Hypnobirthing classes. Massage therapy. Prenatal services.
Bayfront Health Punta Gorda	809 E. Marion Avenue Punta Gorda, FL 33950 (941) 639-3131	24 Hr. Emergency Care. Ambulatory Care Center. Rehabilitation Center. Wellness Center. No Labor & Delivery.
Bayfront Health Port Charlotte	2500 Harbor Blvd. Port Charlotte, FL 33952 (941) 766-4122	Breastfeeding; Childbirth & Infant CPR Classes. Milk Bank. Lactation support. Hospital tours of birthing facility before delivery. Level II Neonatal Intensive Care Unit (NICU).
Birthways Family Birthing Center	4222 McIntosh Lane Sarasota, FL 34232 (941) 366-BABY (2229)	Midwifery care. Natural childbirth at home or at the Birthing Center. Water births.
Cape Coral Hospital (Lee Health System)	636 Del Prado Blvd. Cape Coral, FL 33990 (239) 424-2000	Birth education. Lactation support. Family birth suites. Special Care nursery. Pediatric services. Web nursery.
Englewood Community Hospital	700 Medical Boulevard Englewood, FL 34223 (941) 475-6571	24 Hour ER care. Pediatric services. No Labor & Delivery.
Fawcett Memorial Hospital	21298 Olean Boulevard Port Charlotte, FL 33952 (941) 629-1181	24 Hour ER care. Limited pediatric services. Rehabilitation Center. No Labor & Delivery.

Gulf Coast Medical Center (Lee Memorial Health System)	13681 Doctor's Way Ft. Myers, FL 33912 (239)343-1000 Lactation Svcs. (239) 343-0744	Birthing suites. Labor & Delivery. Lactation support. Triage.
Golisano Children's Hospital (Lee Memorial Health System)	9981 S. HealthPark Dr. Ft. Myers, FL 33908 (239) 343-5437	Level II & III NICU. Regional Perinatal Intensive Care Ctr. (RPICC). Pediatric services. On-site Ronald McDonald House.
HealthPark Medical Center (Lee Memorial Health System)	9981 S. HealthPark Dr. Ft. Myers, FL 33908 (239) 343-5000	Birth Education/Lactation support. Golisano Children's Hospital. OB/GYN including High Risk OB care. Web nursery.
Home Birth Services	4944 Midnight Lane Sarasota, FL 34235 (941) 351-2102	Home births only (no birthing center). Prenatal & Post-Partum care. Early Baby Care. Pre-Conception Counseling.
Lee Memorial Hospital	2776 Cleveland Avenue Fort Myers, FL 33901 (239) 343-2000	General Surgery. Level II Trauma Center. Inpatient Rehab. Oncology. No Labor & Delivery.
Rosemary Birthing Home	800 Central Ave. Sarasota, FL 34236 (941) 330-9966	Childbirth Education. Home Birth Services. Infant Massage. Prenatal Services. Pre & Postnatal Yoga classes. Post-Partum Transition.
Sarasota Memorial Hospital	1700 South Tamiami Trail Sarasota, FL 34239 (941) 917-9000	Childbirth Ed. Classes. Lactation Support. Level III NICU. Baby Care class for newborns provided on discharge from hospital.
Sarasota Memorial ER Center	2345 Bobcat Village Rd. North Port, FL 34288 (941) 257-2800	Emergency Care. No Labor & Delivery.

Medical Services – Other		
Florida Department of Health in Charlotte County	1100 Loveland Blvd. Port Charlotte, FL 33980 (941) 624-7200	Public Health - Multiple Services including: Dental Care. Growing Strong Families Nurse Home Visiting Program. Family Planning. IPO (Improved Pregnancy Outcomes) Program. Immunizations. STD Testing. WIC.
Florida Department of Health in Charlotte County	6868 San Casa Boulevard Englewood, FL 34224 (941) 681-3750	WIC Services Only Open Monday & Tuesday Only
Children's Medical Services of SW FL Region	6055 Rand Blvd. Sarasota, FL 34238 (941) 361-6250	Case Management. Health Screening. Diagnostic Services. Health Supportive Services.
Easter Seals of SW Florida, Gulf Coast Regional Office	350 Braden Ave. Sarasota, FL 34243 (941) 355-7637	Occupational, Physical and Speech Therapies. Developmental Assessment. Information and Referral. Family Support Services.
Information and Physician Referral Services	Bayfront Health Punta Gorda and Port Charlotte (941) 637-2497	Information and Physician Referral Service.
Juvenile Diabetes Research Foundation International	7341 Professional Pkwy. E Sarasota, FL 34240 (941) 907-0811	Health Education. Community Services. Educational Programs. Support Groups.
Leukemia Society of America, Inc.	3725 W Grace St. Tampa, FL 33607-4800 (813) 870-1099	Information and Referral. Advocacy. Family Support Services. Prescription Expense Assistance. Mileage Reimbursement.

March Of Dimes Birth Defects Foundation	6314 Corporate Court #140 Fort Myers, FL 33919 (239) 433-3463	Information and Referral. Library Audio Visual Services. Printed Materials. Workplace Wellness Program.
Molina Healthcare of Florida (Medicaid Managed Care Organization)	1 866-472-4585 Please go to website for more information on services offered: molinahealthcare.com	Pregnancy Services for Medicaid Eligible women.
Operation PAR	946 Tamiami Trail Port Charlotte, FL 33952 (941) 613-0951 536 Pine Island Rd North Ft. Myers, FL 33903 (239) 656-7700	Medically Assisted Substance Use treatment center (Methadone).
Prestige Health Choice (Medicaid Managed Care Organization)	1 855-236-9281 Website: prestigehealthchoice.com	Pregnancy Services for Medicaid eligible women.
Sunshine (Medicaid Managed Care Organization)	1 800-796-0530 Please go to website for more information on services offered: sunshinehealth.com	Pregnancy Services for Medicaid eligible women.
Virginia B Andes Volunteer Community Clinic	21297 Olean Blvd. Unit B Port Charlotte, FL 33952 (941)766-9570	Provides no-cost episodic medical services and prescription meds to uninsured and under-served residents of Charlotte County.
Vivida (Medicaid Managed Care Organization)	1 844-243-5131 Please go to website for more information on services offered: vividahealth.com	Pregnancy Services for Medicaid eligible women.
Wellcare (Medicaid Managed Care Organization)	1 877-247-6272 Please go to website for more information on services offered: florida.wellcare.com	Pregnancy Services for Medicaid eligible women.

Medical Services – Obstetric Providers	SPECIAL CIRCUMSTANCES	MEDICAID ACCEPTED	PRENATAL CARE	FAMILY PLANNING	PREGNANCY TESTING	REFERRAL SERVICES	Days and Hours of Operation
<p>Harborside OB/GYN Associates Cohen, Wayne Hicks, Christopher Sakhai, Leila Silvestre, Lyvie Stoltzman, Michelle</p> <p>**All births occur at Sarasota Memorial Hospital</p> <p>Locations: Port Charlotte - 3410 N. Tamiami Trail, Suite 1A, Port Charlotte, FL 33952 (941) 766-4777</p> <p>Sarasota – 2439 Bee Ridge Road, Sarasota, FL 34239 (941) 343-0609</p>	Accepts Medicaid Eligible	x	x	x	x	x	M-Fri. 9:00 – 5:00
<p>Bayfront Medical Group All offices: (941 766-0400)</p> <p>D’Abarno, Jennifer North Port & Port Charlotte offices Guzman, Ruben Port Charlotte office only Fuentes, Hector Arcadia & North Port offices</p> <p>Locations: Arcadia 1012 N. Mills Ave., Arcadia, FL, 34266 North Port 18669 Tamiami Trail, North Port, FL 34287 Port Charlotte 3067 Tamiami Trail, Unit 1, Port Charlotte, FL 33952</p>	Accepts Medicaid Eligible	x	x	x	x	x	M-Fri. 9:00 – 5:00

Medical Services – Obstetric Providers	SPECIAL CIRCUMSTANCES	MEDICAID ACCEPTED	PRENATAL CARE	FAMILY PLANNING	PREGNANCY TESTING	REFERRAL SERVICES	Days and Hours of Operation
Bayfront Medical Group, continued Finley, Stephanie (Other location) Port Charlotte only in this location. 2484 Caring Way, Suite D, Port Charlotte, FL 33952	Accepts Medicaid Eligible	x	x	x	x	x	M-Fri. 9:00 – 5:00
Family Health Centers of SW FL 13195 Metro Pkwy Burkes Plaza Suite 8 Ft. Myers, FL (239) 344-2348	Accepts Medicaid Eligible						Please call for office hours
Gulfcoast OB/GYN 2345 Bobcat Village Ctr. Unit 201 North Port, FL 34288 (941) 379-5343	Accepts Medicaid eligible	x	x	x	x		Please call for office hours
Pediatrix Medical Group – High Risk Pregnancy Diagnostic Services 13681 Doctors Way, Ft. Myers, FL 33912 (239) 343-6906	Accepts Medicaid Eligible	x	x		x	x	Please call for office hours
North Port Health Center 6950 Outreach Way North Port, FL 34287 (941)861-3820	Accepts Medicaid Eligible	x	x	x	x	x	Prenatal Care Services thru Sarasota County Health Dept.
Regional Perinatal Intensive Care Center (RPICC) 16271 Bass Rd. Ft. Myers, FL 33908 (239) 343-7100 Open Wednesday mornings only	Accepts Medicaid Eligible	x	x		x	x	Wed. am only

Medical Services – Pediatric Providers	MEDICAID ACCEPTED	PEDIATRIC CARE	SPECIALTY SERVICES	REFERRAL SERVICES	DAYS AND HOURS OF OPERATION
Anarumo, Beverly 18308 Murdock Circle, Unit 103 Port Charlotte, FL 33948 (941) 629-3618	x	15 Bx		x	Please call for office hours
Butt, Farzana 3417 Tamiami Trail, Suite B Port Charlotte, FL 33952 (941) 629-9200	x	x		x	Please call for office hours
Casanova, Ena 3508 Tamiami Trail, Ste. C Port Charlotte, FL 33952 (941) 883-3313		x		x	Please call for office hours
Cepero, Belkis 3488 Depew Ave. Port Charlotte, FL 33952 (941) 764-7923	x	x		x	Please call for office hours
Guastavino, Ella Marie 900 East Pine Street Units 216 & 217 Englewood, FL 34223 (941) 474-5093	x	x		x	Please call for office hours
Dr. Susan Hegarty, Pediatrician Family Health Centers of SW Florida Port Charlotte Clinic 4300 Kings Hwy Suite 210 Port Charlotte, FL 33980 (866) 355-2348	x	x		x	Please call for office hours
Helgemo, Ben & Liou, Wen 2040 Tamiami Trail, Unit C Port Charlotte, FL 33948 (941) 629-4464	x	x		x	Please call for office hours

Medical Services – Pediatric Providers	MEDICAID	PEDIATRIC CARE	SPECIALTY SERVICES	REFERRAL SERVICES	DAYS AND HOURS OF OPERATION
Holganza, Rhonda 2525 Harbor Blvd., Ste. 204 Port Charlotte, FL 33952 (941) 629-2922	x	x		x	Please call for office hours
Kuma, Ebenezer 3406 Tamiami Trail, Ste. 2 Port Charlotte, FL 33952 (941) 625-4919	x	x		x	Please call for office hours
Mayo, Margaret 3440 Conway Blvd. Suite 3A Port Charlotte, FL 33952 (941) 624-4748		x		x	Please call for office hours
Nwokeji, Pete - Neonatologist Bayfront Health in Port Charlotte 2500 Harbor Blvd. Port Charlotte, FL 33952 (941) 766-4122	x		LEVEL II NICU		On staff at hospital NICU
Patel, Jignesh - Neonatologist Bayfront Health in Port Charlotte 2500 Harbor Blvd Port Charlotte, FL 33952 (941) 766-4122	x		Level II NICU		On staff at hospital NICU
Rodriguez, Luis R. 2484 Caring Way, Suite F Port Charlotte, FL 33952 (941) 625-1999	x	x		x	Please call for office hours
Williams, Susan 17928 Toledo Blade Blvd. Port Charlotte, FL 33948 (941) 743-7337		x		x	Please call for office hours

Counseling Services		
C.A.R.E. Center for Abuse and Rape Emergency	Post Office Box 510234 Punta Gorda, FL 33951 (941) 639-5499	Emergency Shelter. Counseling Modalities. Mutual Support Groups. Case Management. Information and Referral
Charlotte Behavioral Health Care Inc.	1700 Education Avenue Punta Gorda, FL 33950 (941) 639-8300	Counseling Modalities. Inpatient Mental Health Facilities. Substance Abuse Services. Crisis Intervention.
Charlotte Crisis Stabilization Unit	1700 Education Avenue, Building C Punta Gorda, FL 33950 (941) 575-0222	Inpatient Mental Health Services. Psychiatric Central Intake/Assessment.
Child Find (FDLRS-Florida Diagnostic & Learning Development)	Charlotte County Public Schools 1445 Education Way Port Charlotte, FL 33948 (941) 255-0808 ext. 3082	Free Screening for children with developmental delays: (learning; speaking; seeing; hearing; walking; and playing.) Child Development Skills.
Children's Home Society	1940 Maravilla Avenue Fort Myers, FL 33901 (239) 334-0222	Individual and Family Life. Family Substitute Services. Adoption. Foster Care. Human Reproduction. Family Planning. Pregnancy Counseling. Parental Visitation Monitoring.
Coastal Behavioral Healthcare/ Compass Center (Adolescents)	2208 Castillo Ave. Punta Gorda, FL 33950 (941) 639-5535 "0"	Residential Treatment Facility for adolescents age 13 – 17 with addictions and mental health issues.
Department of Juvenile Justice	South Tamiami Trail 1900-A Punta Gorda, FL 33950 (941) 575-5700	Case Management. Counseling Modalities. Correctional Restitution. Court Referral Programs.
Florida Department of Children Family Safety and Foster Care	14806 Tamiami Trail North Port, FL 34287 (941) 483-5922	Child Protective Services.
Harbor Counseling Services	21234 Olean Blvd. Suite 5 Port Charlotte, FL 33952 (941) 258-3037	Marriage, Family, Child and Individual Counseling and Methadone treatment.

Diagnostic Services		
Autism Society of America	800 328-8476 Toll Free Hotline Website: www.autism-society.org	Offers support groups, quarterly newsletter, help in fund raising efforts, and assistance in securing information for families affected by autism.
Charlotte Behavioral Health Care Inc.	1700 Education Avenue Punta Gorda, FL 33950 (941) 639-8300	Counseling Modalities. Inpatient Mental Health Facilities. Substance Use Services. Crisis Intervention.
Department of Health Charlotte County - HIV/AIDS	1100 Loveland Blvd. Port Charlotte, FL 33980 (941) 624-7236	Diagnostic Testing. Treatment. Housing & Rent. Referrals for Food & Hygiene through CHAPS.
Child Find & Florida Diagnostic & Learning Resources System (FDLRS)	Charlotte County Public Schools 1445 Education Way Port Charlotte, FL 33948 (941) 255-0808 ext. 3082	Free Screening for children with developmental delays: (learning; speaking; seeing; hearing; walking; and playing.) Child Development Skills
Children's Medical Services	6055 Rand Blvd. Sarasota, FL 34238 (941) 361-6250	Case Management. Health Screening Diagnostic Services. Health Supportive Services.
Easter Seals of Florida Gulf Coast Regional Office	1650 Medical Lane Fort Myers, FL 33907 (239) 277-9818	Occupational, Physical and Speech Therapies. Developmental Assessment. Information and Referral. Family Support Services.
Florida-Quitline	1-877-822-6669	Smoking Cessation Support.
Gulf Central Early Steps	4630 17 th St. Sarasota, FL 34235 (941) 487-5400 or Toll Free 866-510-5594	Developmental Assessment. Early Intervention for Infants Birth to 36 months. Case Management.
Juvenile Diabetes Research Foundation International	7341 Professional Pkwy E. Sarasota, FL 34240 (941) 907-0811	Health Education. Community Services. Prescription Expense Assistance. Mileage Reimbursement.
Leukemia Society of America, Inc.	3725 W. Grace St. Tampa, FL 33607-4800 (813) 870-1099	Information and Referral. Advocacy. Family Support Services. Prescription Expense Assistance. Mileage Reimbursement.

Education Services		
Career Source Southwest Florida	1032 Tamiami Trail Unit 9 Port Charlotte, FL 33953 (941) 235-5900	Career Development. Resume Assistance. Public Employment and Training Programs.
Charlotte Behavioral Health Care, Inc. Nurturing and Parenting Program	1700 Education Ave. Punta Gorda, FL 33950 (941) 639-8300	Please see services listed under “Parenting” section.
Charlotte County Public Schools (CCPS) - Healthy Outcomes in Pregnancy and Education (HOPE)	The Academy @ Charlotte County Technical Center 18300 Cochran Boulevard Port Charlotte, FL 33948 (941) 255-7545	For Teen Parents Enrolled in School. Parenting Education. Crisis Intervention. Career Development. Job Training. Childcare for 0-3 years. High School Diploma. Transportation. Family, Individual and Group Counseling.
Charlotte County Public Schools (CCPS) Early Childhood Programs/ Baker Center includes Early Head Start (9 weeks to 3 yrs.) Head Start (4 yrs.)	311 East Charlotte Avenue Punta Gorda, FL 33950 (941) 575-5470 Fax (941) 575-5474	Parent Groups. Dental Screening. Mental Health Evaluation. Health Education. Social Development.
Charlotte County Public Schools (CCPS) Exceptional Student Education	1445 Education Way Port Charlotte, FL 33948 (941) 255-0808/call directory for extensions for different programs i.e. ESE program, Ext. 4	Special Education Assess. Educational Programs. Developmental Assess. Occupational, Speech, Physical and Language Therapies. Transportation. Psychological Testing. Home Instruction. Parent Counseling. Parenting Education.

CONNECT - Prenatal and newborn community intake for Charlotte County provided thru Charlotte Behavioral Health Care	Northside, 1032 Tamiami Trail, Unit 1, Port Charlotte, FL, 33953 (941) 764 3500	Provides pregnant women, caregivers and families with young children a one-stop entry point for Maternal Child Health support services, such as childbirth education and support, newborn care, parenting, child development, food and nutrition, mental health and financial self-sufficiency.
Department of Health in Charlotte – Local Women, Infant & Children (WIC) Office in Port Charlotte Department of Health in Charlotte County/WIC office in Englewood	1100 Loveland Blvd. Port Charlotte, FL 33980 (941) 624-7210 6868 San Casa Blvd., Englewood, FL 34224 (941) 681-3762 Open Mon. & Tues. only	Breastfeeding Education and Support. Breast Pumps. Nutritional Counseling. Nutritional Supplements.
Charlotte Harbor School	22450 Hancock Avenue Port Charlotte, FL 33980 (941) 255-7440	Counseling Programs. Educational Programs. Special Education. Rehabilitation. Developmental Therapies. Employment Preparation. Job Training.
Charlotte County Homeless Coalition (Includes Bridges Out of Poverty Program- BOPP)	1476 Kenesaw St. Port Charlotte, FL 33948 (941) 627-4313 Website: cchomelesscoalition.org	Homeless Shelter. Food Pantry. BOPP for homeless population to identify and address problems related to being homeless to dealt with obstacles preventing them from housing.
Drug Free Charlotte	1445 Education Way Port Charlotte, FL (941) 255-0808 ext. 3205	Community based educational programs for the prevention of substance use in Charlotte County, including Parenting Skills Program.

Early Learning Coalition	2886 Tamiami Trail Suite 1 Port Charlotte, FL 33952 (941) 255-1650	Linking to licensed childcare programs and childcare scholarships. Technical assistance for childcare providers.
Families First	3131 Lakeview Blvd. Port Charlotte, FL 33948 (941) 255-7480 ext. 2	Health Services Supervisor. Homeless Education Project. Director of Intervention & Dropout Prevention. School Social Workers.
Goodwill/Job Link	2325 Tamiami Trail Port Charlotte, FL 33952 (941) 255-3884	Assistance with Medicaid Applications. Employment assistance. Skills Training for Resume prep; interviewing skills and access to online employment opportunities.
Kids Thrive (Through Drug Free CC)	2886 Tamiami Trail Suite 1 Port Charlotte, FL 33952 (941) 769-4529	Education, support and referrals to community resources such as Dolly Parton's Imagination Library. Circle of Parents monthly support group at Health Dept. WIC office. NICU weekly Grand Rounds. Weekly Operation PAR presence.
Gulfcoast South Area Health Education Centers, Inc.	2201 Cantu Ct., Suite 220 Sarasota, FL 34232 (941) 361-6602	Health Education. Educational Programs. Tobacco Education and Smoking Cessation Support.
Multi-Cultural Education and Alternative Programs	Charlotte County Public Schools (CCPS) 1445 Education Way Port Charlotte, FL 33948 (941) 255-0808 x3060	School Based Integrated Services.
YMCA Child Development Center	14279 Tamiami Trail North Port, FL 34287 (941) 629-0909	Subsidized Child Care. Child Care Information and Referral. Child Care Provider. Recruitment, Technical and Financial Assistance.

Parenting		
Charlotte Behavioral Health Care, Inc. - Parenting Program	1700 Education Ave. Punta Gorda, FL 33950 (941) 639-8300	For voluntary and court ordered/court approved classes lasting 10 weeks that cover a variety of topics designed to promote positive and effective parenting skills. Individual, in-home classes as well as group classes available. Parents with children 0-18 years can access services.
Charlotte Behavioral Health Care, Inc. - Nurturing Parents Program (Thursday evenings from 5:30 - 6:30)	1700 Education Ave. Punta Gorda, FL 33950 (941) 639-8300	Groups are parent facilitated 13-week classes to discuss a variety of topics such as family leadership, discipline and teamwork, the power to nurture, juggling work and family life, stress management and more.
Charlotte Behavioral Health Care, Inc. - Nurturing Parents Program @ Northside Location in Port Charlotte (Monday Evenings from 5:00 – 6:30)	1032 Tamiami Trail Unit 1 Port Charlotte, FL 33953 (941) 764-7988 ext. 3111	10-week parenting program for school age children. Open program, classes do not have to be done in sequential order.
Florida Center for Early Childhood, Healthy Families of Charlotte County	21450 Gibraltar Dr. Suite 9 Port Charlotte, FL 33952 (941) 629-6477	Home visitation and Parenting Education for pregnant women and newborns.
Pregnancy Services		
Healthy Start Services thru Charlotte Behavioral Health Care, Inc.	Northside 1032 Tamiami Trail Port Charlotte, FL 33953 (941) 764-3500	Referral for Childbirth Education; Baby Safety. Infant CPR classes and Psychosocial Counseling. Smoking Cessation.
Charlotte County Health Department WIC Clinic	1100 Loveland Blvd. Port Charlotte, FL 33980 (941) 624-7201	WIC services Mon. Tues. & Thursdays 8:30 – 4:30 Wednesday & Fridays 8:30 - noon
Charlotte County Health Department in Englewood (WIC only)	6868 San Casa Blvd. Englewood, FL 34224 (941) 681-3762	WIC Services on Mondays & Tuesdays only.

Healthy Outcomes in Pregnancy and Education Services (HOPE)	The Academy @ Charlotte County Technical Center 18300 Cochran Boulevard Port Charlotte, FL 33948 (941) 255-7545	For Teen Parents Enrolled in School. Parenting Education. Crisis Intervention. Career Development. Job Training. Childcare for 0-3 years. High School Diploma. Transportation. Family, Individual and Group Counseling.
Florida Center for Early Childhood, Healthy Families	21450 Gibraltar Dr. Suite 9 Port Charlotte, FL 33952 (941) 629-6477	Family Support Services for pregnant women & newborns. Abuse/ Neglect Prevention. Parenting Education.
Lactation Services Bayfront Health Medical Center	2500 Harbor Boulevard Port Charlotte, FL 33952 (941) 766-4340	Breastfeeding Support for women delivering at Bayfront Health.
Lactation services at Gulf Coast Medical Center	(239) 343-0744	Breastfeeding support for women delivering at Gulf Coast Medical Center.
Pregnancy Careline	1685 Tamiami Trail Suite 4 Port Charlotte, FL 33948 (941) 625-5576	Pregnancy Counseling. Pregnancy Testing. Ultrasounds done under certain circumstances. Information and Referral. Baby Clothes, Baby Furniture, Maternity Clothing, Parenting Classes.
Pregnancy Solutions	3005 Caring Way, Port Charlotte, FL, 33952 (941) 883 6346	Free, confidential, high-quality, and compassionate care. Walk-in, call or make an appointment to sign-up for our free services including ultrasound and pregnancy tests.
SOLVE Maternity Homes	2205 Englewood Rd Englewood, FL 34223 (941) 475-7408 (Main Office) 1509 8 th Ave. W Bradenton, FL 34205-6712 (941) 748-0094	Faith-Based Services. Maternity Homes. Pregnancy, Birth and Parenting classes. Adoption assistance. Life Skills Assistance.
Big Brothers/Big Sisters of the Sun Coast	Port Charlotte Town Ctr Mall 1441 Tamiami Trail Suite 385 Port Charlotte, FL 33948 (941) 764-5812	Provides volunteer mentors, family support and youth development programs.

Boys and Girls Club of Charlotte County	17831 Murdock Circle, Unit B Port Charlotte, FL 33948 (941) 979-8379	Provides positive youth development programs and services including education, character development, arts & recreation.
Charlotte County Habitat for Humanity	1750 Manzana Avenue Punta Gorda, FL 33950 (941) 639-3162	Low Income Homeowner Program. Re-Sale Stores.
Charlotte County Human Services	1050 Loveland Blvd. Port Charlotte, FL 33980 (941) 833-6500	Provides temporary assistance to income-eligible people living in Charlotte County including utility assistance and case management to assist families in achieving self-sufficiency.
Charlotte County Family Services Center	21450 Gibraltar Dr. Port Charlotte, FL 33952 (941) 235-0688 See other agencies operating in Family Services Ctr. below: Children's Advocacy Ctr. of SW Florida (239) 939-2808 - Tuesdays Family Literacy Center (941) 255-1431 Tues; Wed. & Thurs. 9am – 3pm Evenings: Mon; Tues; Wed. & Thurs. 6pm – 8pm Guardian Ad Litem (941) 613-3233 Mon. thru Fri. 9am – 5pm	Provides rental space for non-profit organizations that offer family support services including after school programs, children's advocacy, children's health & development programs.
Child Support Enforcement Department	1777 Tamiami Trail Suite 500 Port Charlotte, FL 33948 1-800-622-5437	Child Support Assistance. Child Support Wage Assignment Assistance.
Children's Network of SW FL	19621 Cochran Blvd. #4 Port Charlotte, FL 33948 (941) 613-3870 www.childnetswfl.org	A private, nonprofit agency that administers the child welfare system in Charlotte County. Works with the community to protect children and preserve families.

CrimeStoppers	1-800-780 TIPS (8477)	Call to give anonymous tips for identifying human trafficking as well as other crimes.
Charlotte County Sheriff's Office	(941) 575-5361 Non-Emergency Calls (941) 639-0013	Report Major Crimes.
Dept. of Children and Families	14806 Tamiami Trail Bldg. 14830 North Port, FL 34287 (941) 483-5922 Visit website for assistance	Medicaid Application using ACCESS on-line system. Food Stamps. Child Protective Services.
Domestic Abuse Hotline	1-800-500-1119	Call to report domestic abuse anonymously.
Florida Kidcare	888-540-5437 Toll Free Website: www.floridakidcare.org	Offers affordable, low cost health insurance for uninsured children in Florida.
Florida Abuse Hotline	1-800-962-2873	To make anonymous calls to report elder & child abuse.
Lutheran Services Florida (LSF)	21175 Olean Blvd. Unit B Port Charlotte, FL 33952 (941) 613-3870	Children & Families in Need of Services. Individual/Family Counseling. School Monitoring. Case management/ referral. Substance use counseling. Residential Services.
Our Mother's House	221 Harbor Dr. N Venice, FL 34285 (941) 485-6264	Information and Referral. Case Management. Transitional Shelter for women with 1 or 2 children under the age of 3 for a two-year duration. Not a Maternity Home.
Punta Gorda Housing Authority	340 Gulf Breeze Ave. Punta Gorda, FL 33950 (941) 639-4344	Provides the only public housing available in Charlotte County. Section 8 voucher program located here.

Charlotte County Transit (Formerly known as Sunshine Ride/Dial A Ride Program)	25490 Airport Rd. Punta Gorda, FL 33950 (941) 575-4000	Provides door to door transportation service for people on Medicaid. Call ahead to make travel arrangements.
Time Out Respite Care	24246 Harborview Road Port Charlotte, FL 33980 (941) 743-3883	Relief to families of mentally & physically disabled children & adults who are residents of Charlotte County by offering services of trained caregivers. Program services available 24/7.

Service Gaps & System of Care

The Charlotte County Healthy Start Coalition has created a Resource Inventory of Services (See [previous section](#)) for the Charlotte County catchment area through the Needs Assessment and Service Delivery Plan Process. The SDP Workgroup/Data Committee assisted in this process through examination of community needs and assessment of service gaps. Additional input was obtained from surveys of community members, stakeholders, and participants (See [Community Input](#)). The Planning Summary (See [Health Status Problem Linked to Action Plan](#)) for the Healthy Start System contains the Resource Inventory's funding documentation, as it relates to this Service Delivery Plan). The [Resource Inventory](#) serves as a directory of services for the community to itemize all local services related to the maternal and child health system of care.

In November 2020, March of Dimes issued their annual Report Card highlighting key indicators of maternal and infant health in the United States and by individual states. Florida received a D+ with a steady increase in preterm birth rate since 2014 but improving infant mortality rates. The report identifies several social determinants of healthcare, racial disparities, and health equity. Given these issues are often systemic, it will take a systems-approach to address them appropriately. The components necessary for a comprehensive system of care for prenatal women and infants to the age of three include access to care through centralized community intake and assessment, referral to care, care coordination, appropriate wraparound services that promote healthy pregnancies and improve birth outcomes, and promotion of normal child growth and development. This system is most effective when it exists at the state and local levels. Charlotte County Healthy Start Coalition, Inc., like other coalitions in the state, is working to build, reinforce, and maintain an effective local system of care.

At the local level, prenatal women need a continuum of services which embraces healthy pregnancy education, breastfeeding education, parenting education, tobacco education and smoking cessation support, education on women's health during childbearing years and referral to other risk-appropriate services. Primary care services are not offered by the Department of Health in Charlotte County. Obstetrical services are in limited supply as compared to the state rate of OB/GYNs per 100,000 residents. The following speaks to the community's ability to meet these needs.

Prenatal Care – At the time of this study, there are two OB practices serving Charlotte County, with eight OB-GYN physicians, all accepting Medicaid clients. Four of these OB-GYN physicians deliver infants in Charlotte County, with the remainder providing delivery in Sarasota County. A gap in access to prenatal care for low-income, Medicaid-ineligible women is addressed through Federally Qualified Health Center (FQHC) clinics in North Port, and Fort Myers with delivery outside the county. The 2018-19 State rate for OB/GYNs is 9.3 and the Charlotte County rate is 6.1 (per 100,000).¹

High Risk Prenatal Care – This has been identified as a resource gap area for Medicaid ineligible, low-income women. No high-risk providers are based in Charlotte County currently, however one out-of-county provider travels to Port Charlotte weekly to provide local services, Pediatrix Medical Group.

Pediatric and Family Practice – There are currently fourteen (14) pediatricians in Charlotte County. There are also two neonatologists at the Neonatal Intensive Care Unit (NICU) in BayFront Port Charlotte. Medicaid is accepted by all. Florida Department of Health, Division of Medical Quality Assurance, provides data on the rate of licensed physicians in the State of Florida, as well as for individual counties.²

¹ <http://www.floridacharts.com/charts/OtherIndicators/NonVitalIndNoGrpDataViewer.aspx?>

² <http://www.flhealthcharts.com/charts/OtherIndicators/NonVitalIndNoGrpDataViewer.aspx?cid=0331>

The 2018-19 State rate of licensed pediatricians is 22, while the rate for Charlotte County is 9.3 (per 100,000). The State rate of licensed physicians for the same period is 310 as compared to 228.2 in Charlotte County. The rate (per 100,000) of licensed family practice physicians in Charlotte County is 11.5 as compared to a state rate of 19.2. This data points to service gaps in availability and access to health care services which exist in Charlotte County.

Vaccinations – The Charlotte County Health Department provides free childhood vaccinations. Availability and access appear to be appropriate, as 2020 vaccination rate was 92.8% for children entering kindergarten, only slightly below the state rate of 93.5%. Vaccination is required in schools, unless exempted by medical or religious reasons.

Dental Services – There continues to be a gap in the availability of dental services for persons with Medicaid, uninsured, or Medicaid ineligible. The last available data (2012) for the rate of dental care by low income persons in Charlotte County is 14.0% as compared to the State rate of 24.9%. 2018-19 data for total licensed dentist per 100,000 population indicates 38.9 for Charlotte County while the State rate is 56.7 per 100,000. The Family Health Care Centers (FQHC) operates a clinic in Port Charlotte to address this need and dental services are also offered through the Florida Department of Health in Charlotte County for Medicaid eligible clients.

Medicaid and Presumptive Medicaid – The SDP workgroup/Data Committee noted that the local access points for the application process are limited. This is further exacerbated by the barriers created due to COVID-19 protocols. At this time, on-line applications (www.pepwinfo.com) are being accepted as well as by-appointment applications through the local Health Department. Some pregnant women have difficulty accessing and navigating through the application process as a whole. CONNECT and Healthy Start care coordination staff assist whenever possible and efforts continue to increase awareness of Presumptive Eligibility for Pregnant Women (PEPW), the process to obtain it, and what doctors can be used.

Substance Use Counseling – There is difficulty finding substance use (outpatient or inpatient) services within Charlotte County, however, a small crisis residential service unit is available through a local behavioral health agency. Other residential services are provided out of county. The local Florida Perinatal Quality Collaborative (FPQC) provides educational material through its Maternal Opioid Recovery Effort (MORE) program to providers. While these services are available locally, gaps remain. The Charlotte Substance Exposed Newborn (SEN) Task Force and the local Healthy Charlotte initiative work to seek data sources and support efforts for education and awareness.

Domestic Violence – The county is served by the Center for Abuse and Rape Emergency (CARE). Representatives from CARE are active on the committees and board of the Coalition.

Housing and Homelessness – The *20/20 Housing Report* submitted by a community collaborative, “*Together Charlotte*,” in 2019 revealed a housing crisis in Charlotte County.³ The report was intended to inform the urgency of the housing conversation and act as a catalyst for action at the local and state levels. A consortium of community organizations, including the Punta Gorda Housing Authority, determined that they must work together, in response to a growing and urgent need in Charlotte County for housing.

³ <https://indd.adobe.com/view/d9c0c68f-14e7-4640-9e4a-10630f088183>

Charlotte County lacks affordable housing stock and a significant portion of the population is paying more than 30% of their income on housing costs and 28% of renters in Charlotte County are severely cost-burdened, paying more than 50% of income on housing costs.

By 2025, Charlotte County will need to add 10,918 housing units to the market to keep pace with the projected demand. Of that, approximately half (5,553) need to be affordable for those at 80% of Area Median Income and below.

The Charlotte County Homeless Coalition has limited availability for families in its local shelter. The SOLVE Maternity Home provides limited space for pregnant women in the Sarasota County portion of Englewood. Charlotte County residents may be able to access housing services when openings exist in Sarasota but must transfer to the Sarasota County Healthy Start Coalition for continued care coordination services. Housing and homeless services continue to be an area which lacks sufficient resources.

Health Status Problem Linked to Action Plan

Coalition: Charlotte County Healthy Start Coalition, Inc. Month/Year of Service: Jul 2021

Contract Number: COSHH-A3 Contract Manager: Theresa Bivens

SDPU Due Date: June 2021 Action Plan Updates Due Date: June 2022

Coalition Priorities: What particular priorities, target groups or geographic areas are targeted in your Service Delivery Plan?

- Pre and Interconception Care – pre-pregnancy health outreach and education, well care for women, family planning education, nutrition education, etc.; with emphasis on racial/ethnic disparities
- Early Entry-to-Care - providing education and awareness of the importance of early and regular prenatal care, provider screening, access to services and where/how to apply for pregnancy Medicaid assistance.
- Prenatal Smoking – providing tobacco education and smoking cessation support
- Substance Use/Exposure – education, collaboration and referral for substance use treatment service and supports

Indicate Yes “Y” or No “N” in the Y/N column if Healthy Start (Department of Health) funding is being used for the contract.

☒ Check **YES** or **NO** column for each contract’s level of service monitored and reviewed for month.

Healthy Start Service	Provider Name	DOH Y/N \$	Begin/End Date Contract	Monitor Review YES	Monitor Review NO
Outreach services for pregnant women	IPO /FI Hlth Dept - Char. Co CCPS/The Academy H.O.P.E. Program	Y N	07/01/21-06/30/22	Y	
Outreach services for children	Early Steps, F.D.L.R.S.	N N			
Process for assuring access to Medicaid (PEPW & ongoing)	FI DOH-Charlotte Co.	Y	07/01/21-06/30/22	Y	
Clinical prenatal care for unfunded women	Fam Health Ctrs.	N			

Healthy Start Service	Provider Name	DOH Y/N \$	Begin/End Date Contract	Monitor Review YES	Monitor Review NO
Clinical well-child care for unfunded infants	Fam. Health Ctrs. (FQHC)	N			
CHD Vital Statistics Healthy Start screening infrastructure	FI DOH - Charlotte Co.	Y	07/01/21-06/30/22	Y	
HMS Data entry	Char. Behavioral Hlth	Y	07/01/21-06/30/22	Y	
Ongoing training providers doing screens and referrals	Coalition FI DOH - Charlotte Co.	Y	07/01/21-06/30/22	Y	
Initial contact after screening (CONNECT)	Char. Behavioral Hlth	Y	07/01/21-06/30/22	Y	
Initial assessment of service needs	Char. Behavioral Hlth	Y	07/01/21-06/30/22	Y	
Interconceptional education and counseling	Char. Behavioral Hlth	Y	07/01/21-06/30/22	Y	
Ongoing care coordination	Char. Behavioral Hlth	Y	07/01/21-06/30/22	Y	
Childbirth education	Bayfront Health - PC	N			
Parenting support and education	Char. Behavioral Hlth Healthy Fam.-Char.	Y N	07/01/21-06/30/22	Y	
Nutritional counseling	WIC	N			
Provision of psychosocial counseling	Char. Behavioral Hlth	N			
Smoking cessation counseling	Char. Behavioral Hlth	Y	07/01/21-06/30/22	Y	
Breastfeeding education & support	WIC Bayfront Health / PC	N N			
Other – Substance Use Counseling / Treatment	Charlotte Behavioral Health P.A.R. Kid's Thrive	N N N			
*TOTAL # CONTRACTS 3 Monitored/Reviewed Each Month: 3				# YES Y	# NO

Process for Allocating Funds

The Coalition engages in the following process for allocating funds. This process is repeated annually.

April

Existing service subcontracts, including any Purchase of Services (POS) Agreements, are reviewed for renewal eligibility by the Executive Director/Contract Manager and the Finance Manager. Staff and Board members determine if there is a need for a request for proposals (RFP) for any subcontracted service (other than POS Agreements) which has reached its maximum number of renewals. If it is determined that an RFP is needed, the process includes publication of notice, bidder's conference, and determination of a submission timetable. Proposals are reviewed and evaluated by the RFP Committee and recommendations are taken before the Board at its next regularly scheduled meeting.

Note: In the event only one provider responds to an RFP publication, the Coalition will dispense with the RFP process and the Contract Manager will begin negotiations for contracted services.

May

The Department of Health (DOH) Contract Manager and Executive Director of the Healthy Start MomCare Network notify the Coalition Staff of the funding levels for their respective contracts to be issued for the next fiscal year – (DOH funding is dependent upon passage of the Legislative budget).

If it has been determined that an RFP is not necessary, Coalition staff (Executive Director and Finance Manager) will review budgetary guidelines for care coordination, wraparound and ancillary services (contractually or grant funded) and prepare recommended service changes or expansions, based on the current Service Delivery Plan, changing community needs or developing trends. Preliminary contract amounts for each provider are allocated from the anticipated income projection by the Coalition staff based on past service/funding levels, anticipated client needs and identified gaps. Staff then draft new services budget recommendations for Board review.

The Finance Manager and Executive Director also draft a proposed operating budget, which incorporates the services budget.

Recommendations for the allocation of dollars, by funding source, are presented to the Board of Directors for review/amendment and acceptance. The approved budget is then sent to the DOH Contract Manager.

New/revised subcontracts are negotiated by the Coalition's Executive Director. Renewed subcontracts are negotiated and amended according to approved budget levels. At this time, the Board reviews any RFP recommendations and votes on the provider of choice. New subcontracts are prepared based on Board approvals.

June

New contracts between funding sources (including the DOH) and the Coalition are signed.

New contracts, contract renewals, and contract amendments are finalized, prepared and signed.

July

Subcontractors submit monthly and quarterly deliverables by the 5th or the 10th of the next month, respectively. Invoices and all back-up documentation such as success stories, client satisfaction surveys,

and performance reports are submitted, reviewed, and approved by Coalition staff before payment is issued. Services and documentation are also reviewed and analyzed in comparison to prior years' records.

Contracts are adjusted/amended with Board approval, when necessary, to ensure full utilization of funds. The DOH Contract Manager receives copies of all approved and executed contract amendments.

Grant Awards

The Coalition has been successful in securing \$168,690 in grant funding since the last SDP update, including the following:

- Board of Charlotte County Commissioners
Care Coordination / Psychosocial Counseling \$ 23,300
- United Way of Charlotte County
Eat Well/Live Well Collaborative \$ 2,173
- United Way of Charlotte County \$ 366
- Board of Charlotte County Commissioners
Care Coordination \$ 22,750
- Board of Charlotte County Commissioners
Psychosocial Counseling \$ 3,990
- United Way of Charlotte County
Mentoring for Success Collaborative \$ 1,747
- United Way of Charlotte County
Kids Thrive Collaborative \$ 145
- Board of Charlotte County Commissioners
Care Coordination \$ 26,000
- Board of Charlotte County Commissioners
CIR & Care Coordination \$ 26,000
- Gulfcoast Community Foundation
Kids Thrive Collaborative \$ 5,000
- United Way of Charlotte County
Kids Thrive Collaborative \$ 1,619
- Beyond Ourselves
Infant Safety \$ 2,600
- Board of Charlotte County Commissioners
CONNECT & Care Coordination \$50,000
- United Way of Charlotte County
Kids Thrive Collaborative. \$ 3,000

QA/QI Activity Plan

Attachment IV

Quality Assurance/Quality Improvement Activity Plan

Charlotte Co. Healthy Start Coalition, Inc.

FY21-22

Internal: Coalition

Objective 1	Oversee day-to-day operations of the Coalition
Activity 1.1	Exec. Dir. reviews & approves monthly deliverables including invoices
Timeline/ Frequency	By the 30 th of each month
Person Responsible, Title	Executive Director
Performance Measure	Timely submission of contract deliverables & signed invoice
Indicator	Report title and date of completion
Monthly Progress Update	
Activity 1.2	Monitor/mentor staff performance, assignment status, activities, challenges, successes, etc.
Timeline/ Frequency	Monthly activity review/report; annual performance review
Person Responsible, Title	Executive Director, Board
Performance Measure	Completion of QA Plan and monthly report of QA activities on QA Activity Log
Indicator	Presentation/submission of activity reports, mtgs, reviews
Monthly Progress Update	
Activity 1.3	Review and submit updates of policies, procedures, training and, decision trees, SDP action steps, etc.
Timeline/ Frequency	Annually, at a minimum, or as needed
Person Responsible, Title	Staff, Exec. Director
Performance Measure	Meet annual submission/reporting deadlines for contractually-mandated updates
Indicator	Item and submission date
Monthly Progress Update	

Activity 1.4	Utilize Data Committee to update QA and Engagement Activity Plans annually. .
Timeline/ Frequency	Annually
Person Responsible, Title	Staff, Board, Comm. Partners, Stakeholders
Performance Measure	Convene Data Committee to provide recommended updates to QA & Engagement Activity Plans for submission to DOH Contract Mgr.
Indicator	Agenda, Minutes
Monthly Progress Update	
Activity 1.5	Facilitate monthly meetings (except July) of the Board or General Membership to provide administrative/service updates, review/approve required documentation and solicit input / recommendations for administrative and service activities.
Timeline/ Frequency	Monthly, August through June each fiscal year.
Person Responsible, Title	Staff, Board, Providers, General Members, Stakeholders
Performance Measure	Schedule and conduct Board or General Membership meetings via teleconference, video conference or in-person, to provide review, approval or update of the work of the Coalition
Indicator	Agenda, sign-in sheets, Minutes
Monthly Progress Update	

Objective 2	Monitor local/state financial reports & licensing compliance documentation
Activity 2.1	Review/approve monthly bank reconciliation reports, financial income & expense reports, etc.
Timeline/ Frequency	Monthly
Person Responsible, Title	Finance Mgr., Administrative Ass't, Exec. Dir., Board
Performance Measure	Review and approve monthly bank statements; Submit quarterly Expenditure report to DOH; monitor licensing compliance items
Indicator	Approved bank reconciliation reports, recorded submission date of qtrly expenditure report to DOH
Monthly Progress Update	
Activity 2.2	Prepare/submit documentation for annual CPA financial review & Form 990 preparation.

Timeline/ Frequency	Annually
Person Responsible, Title	CPA, Finance Mgr., Administrative Ass't., E.D., Board
Performance Measure	Review & approval of CPA Financial Review and Form 990 by Board of Directors and submission of Form 990 by Nov. 15 th deadline (submission to DOH not required due to level of Fed'l funding)
Indicator	Copy of signed Form 990 and Financial Review with date of submission
Monthly Progress Update	
Activity 2.3	Prepare/submit required annual state & local reports, registrations, etc.
Timeline/ Frequency	Annually
Person Responsible, Title	Administrative Ass't, Exec. Dir, Board
Performance Measure	Submission of documents within annual timeframes
Indicator	Copy of completed reports with date of submission
Monthly Progress Update	

External: Subcontracted Providers

Objective 3		Monitor Provider services, deliverables and performance for contract compliance and fidelity to HS Stds & Guidelines,
Activity 3.1		Review monthly provider service reports, invoices for accuracy and service activity
Timeline/ Frequency		Monthly
Person Responsible, Title		Exec. Dir., Fin. Mgr., Board
Performance Measure		Document receipt/review of service reports from each subcontracted provider.in QA Activity Log
Indicator		Provider/WFS service report data
Monthly Progress Update		
Activity 3.2		Monitor quarterly CI&R activity/performance for program compliance
Timeline / Frequency		Quarterly
Person Responsible, Title		Staff, Board
Performance Measure		Review and submit CI&R activity
Indicator		WFS CI&R service report data
Monthly Progress Update		
Activity 3.3		Review, follow up and report participant/provider staff Complaints / Grievances
Timeline/ Frequency		Quarterly, or more frequently if needed
Person Responsible, Title		Exec. Dir., QA Consultant

Performance Measure		Report grievances/complaints monthly/quarterly
Indicator		Number of grievances/complaints received and processed
Monthly Progress Update		
Activity 3.4		Monitor provider staff credentials / training
Timeline/ Frequency		Quarterly or as needed
Person Responsible, Title		QA Consultant, Exec. Dir.
Performance Measure		Provider will document staff training/credentials within timeframe(s) specified
Indicator		Training certificates, sign-in sheets, etc.
Monthly Progress Update		
Activity 3.5		Provide technical assistance/coding training (as needed) and conduct annual provider monitoring visits
Timeline/ Frequency		Annually at a minimum
Person Responsible, Title		QA Consultant, Exec. Dir.
Performance Measure		Document/report technical assistance, training, and monitoring activities; report activities monthly via QA Activity Log
Indicator		Activity reports, monitoring reports
Monthly Progress Update		
Activity 3.6		Request/monitor provider Improvement Plan for service provision deficiencies, as needed
Timeline/ Frequency		Monthly
Person Responsible, Title		QA Consultant, Exec. Dir., Board

Performance Measure		Obtain monthly progress report on applicable Improvement Plan activities until deficiency no longer exists.
Indicator		Improvement Plan status report(s)
Monthly Progress Update		

Objective 4	Monitor services for participant satisfaction/recommendations
Activity 4.1	Collect and review participant satisfaction surveys/ comments
Timeline/ Frequency	Quarterly
Person Responsible, Title	Providers, Exec. Dir., Staff, Board
Performance Measure	Providers will summarize survey results/recommendations and report quarterly, or as needed, to Mgmt. / Board for review/action
Indicator	Summary of survey results / comments
Monthly Progress Update	

Engagement Activity Plan

Attachment V

Engagement Activity Plan

Charlotte County Healthy Start

2021-2022

Objective 1	Promote awareness of on-going CONNECT Coordinated Intake and Referral (CIR) process, Healthy Start, local system of care for pregnant women, and available intervention and social services.
Social Determinant of Health Indicator(s)	Housing, Employment, Education, Transportation, Racism, Toxic Stress, Poverty
Activity 1.1	Convene quarterly meetings of CIR Advisory Committee (HVAC), (providers/stakeholders/ members) via teleconference, video conference or in-person, to monitor CIR challenges, successes, outcomes, etc. and implement improvements
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	QA Consultant, Staff
Technique	Involve/Consult/Collaborate
Performance Measure	CIR Advisory Committee meetings will take place quarterly, at a minimum, and be documented by agendas, minutes and handouts.
Indicator	Goal number of meetings completed
Monthly Progress Update	
Activity 1.2	Inform public of availability of CIR for assessment and referral of prenatal women to needed HV services
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	E.D., Board, Staff
Technique	Inform/Empower
Performance Measure	Inform community on CONNECT services through print media, social media, events, or public presentation a minimum of 4 times annually
Indicator	Goal number of media items/events/presentations
Monthly Progress Update	

Activity 1.3	Monitor CIR service performance to assure effective intake and referral
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	QA Consultant, E.D., Fin Mgr.
Technique	Inform/Consult
Performance Measure	Review and submit WFS service reports for CIR activities within 30 days of the end of each quarter.
Indicator	Report date and items submitted
Monthly Progress Update	
Activity 1.4	Convene the Coalition Board of Directors or General Membership monthly (except July) via teleconference, video conference, or in-person, to review activity, financial and program reports; promote informative MCH topic presentations and problem-solve for on-going improvement of the local MCH system-of-care.
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	Staff, Board, Providers, Consultants
Technique	Inform/Involve/Collaborate
Performance Measure	Conduct a minimum of eleven Board/GM meetings per year.
Indicator	Goal number of meetings, agenda(s), and minutes
Monthly Progress Update	
Activity 1.5	Negotiate contracts, and amend as needed, for provider services based on area needs and availability of funds
Timeline/Frequency	5/1/22 – 6/30/22
Person Responsible, Title	E.D.
Technique	Collaborate/Involve
Performance Measure	Signed contracts, or contract extensions will be in place no later than June 30 th each year
Indicator	Goal number of signed agreements
Monthly Progress Update	

Objective 2	Increase local awareness of pre and inter-conception health to reduce poor outcomes and/or loss of infants through death, adoption or removal from the home
Social Determinant of Health Indicator(s)	Poverty, housing, racism, toxic stress, transportation, employment, education
Activity 2.1	If deemed safe for the health and welfare of pregnant women, conduct a collaborative community baby shower event, at a minimum annually, to educate local women on MCH issues, such as pre and inter-conception health, HS services / screening, social determinants of health, and local MCH resources
Timeline/Frequency	8/01/21 – 06/30/22
Person Responsible, Title	Staff, Board and Service Providers
Technique	Inform/Collaborate/Involve
Performance Measure	Plan and implement annual baby shower event, if deemed safe, to promote pre and inter-conception health, HS services and local resources.
Indicator	Goal number of events
Monthly Progress Update	
Activity 2.2	Dependent upon local health guidelines, visit or safely provide local OB healthcare providers with info on HS screening/services and other MCH educational materials for distribution, at least four times annually
Timeline/Frequency	7/1/20 – 6/30/21
Person Responsible, Title	E.D., Staff, Consultant
Technique	Inform/Involve
Performance Measure	Goal number of visits or provision of materials
Indicator	Number of visits, type of materials distributed
Monthly Progress Update	
Activity 2.3	Maintain/update Coalition website resources/provider info and use social media/ presentations to expand awareness of pre and inter-conception health, MCH info, and pertinent public health updates.
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	Media Consultant
Technique	Inform/Involve/Empower

Performance Measure	Provide monthly Healthy Baby Tip through social media and update Coalition website as needed. Report number of social media followers "likes."
Indicator	Number/type of social media items and website updates
Monthly Progress Update	
Activity 2.4	Provide resource info for family planning services and WIC/nutritional counseling to HS participants
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	Lead Agency for Care Coordination
Technique	Inform/Empower
Performance Measure	95% of closed HS participant records reviewed quarterly will show evidence of facilitation of Family Planning and/or WIC services.
Indicator	Quarterly provider record review percentage

Objective 3	Provide community awareness of the availability / importance of early and regular prenatal care, PEPW coverage and HS screening
Social Determinant of Health Indicator(s)	Transportation, poverty, racism, housing, employment, toxic stress, education
Activity 3.1	Inform community on availability/importance of early and regular prenatal care, PEPW, HS screening and/or HS services through print media, social media, brochures, public presentations, etc.
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	Staff, Board, Lead Agency for Care Coordination
Technique	Inform/Empower
Performance Measure	Education/awareness activities re: early entry-to-care, HS screening and/or PEPW will be conducted through social media, Website, presentation, or distribution of educational materials a minimum of 4 times annually.
Indicator	Goal number of media items/presentations
Monthly Progress Update	
Activity 3.2	Using the Data Committee/SDP workgroup, monitor local MCH needs/trends at least annually to provide any recommended strategy updates
Timeline/Frequency	7/1/21 – 6/30/22

Person Responsible, Title	E.D, Staff, Data Committee, Providers, Stakeholders
Technique	Involve/Educate/Empower
Performance Measure	Conduct annual review of local MCH indicator data
Indicator	Agendas, minutes and products
Monthly Progress Update	

Objective 4	Promote awareness of the negative impact of smoking on MCH health and smoking cessation intervention resources to improve pregnancy, birth and infant health outcomes and reduce local prenatal smoking rates
Social Determinant of Health Indicator(s)	Toxic stress, poverty, racism, education
Activity 4.1	All women receiving an initial intake at CIR will be assessed for tobacco use and smokers will be offered tobacco education and cessation support through HS.
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	Lead Agency for CIR/CONNECT, CIR Specialist
Technique	Inform/Empower
Performance Measure	100% of quarterly provider record reviews of women receiving an initial intake at CIR will show assessment for tobacco use and provision of info on intervention support.
Indicator	Quarterly participant record review percentage
Quarterly Progress Update	
Activity 4.2	HS Care Coordinators will be trained and certified in the required program curriculums and assessments, including the use of the SCRIPTs curriculum
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	Lead Agency for Care Coordination, Supervisor
Technique	Empower
Performance Measure	Care Coordinators will be trained/certified in all required curriculums and assessments including the use of SCRIPTs curriculum,
Indicator	Credentialing & Training Log
Monthly Progress Update	

Activity 4.3	Prenatal tobacco users referred to HS will be offered SCRIPT-based tobacco education and/or support and provided info on the FL Quitline
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	Lead Agency for Care Coordination, Supervisor
Technique	Inform/Empower
Performance Measure	95% of HS tobacco user records, reviewed quarterly, will evidence the offer of SCRIPT intervention and the provision of FI Quitline info.
Indicator	Quarterly participant record review percentage
Quarterly Progress Update	.
Activity 4.4	Area OB staff will receive info on HS smoking cessation services, referral procedures and/or tobacco education materials a minimum of two (2) times annually.
Timeline/Frequency	7/1/21 – 6/30/22
Person Responsible, Title	Lead Agency for Care Coordination, Supervisor
Technique	Inform/Empower
Performance Measure	Area OB staff will receive info on HS smoking cessation services/cessation support resources and/or tobacco education materials at least twice annually
Indicator	Goal number of distributions
Monthly Progress Update	

Objective 5	Address prenatal substance use (SU) and substance exposed newborns (SEN) through community partnerships and collaboratives to improve birth and health outcomes
Social Determinant of Health Indicator(s)	Toxic stress, poverty, education
Activity 5.1	Support the strategies of the local SEN Task Force and Kid's Thrive collaborative; maintain links to substance use prevention information on the Coalition website.
Timeline/Frequency	7/1/20 – 6/30/21
Person Responsible, Title	E.D., Lead Agency for Care Coordination
Technique	Collaborate/Inform

Performance Measure	HS participation at regularly scheduled Task Force and Kid's Thrive meetings
Indicator	Staff / provider reports
Monthly Progress Update	
Activity 5.2	Support the work of the local SEN Task Force to collect accurate SU and SEN statistics and increase community awareness
Timeline/Frequency	9/1/20 – 6/30/21
Person Responsible, Title	E.D., Staff
Technique	Involve/Inform
Performance Measure	Collect Qtrly SU and/or SEN data from local birthing facility quarterly
Indicator	Local OB and NICU statistical data
Monthly Progress Update	
Activity 5.3	Work closely with the local agencies (PAR) and collaboratives (Kid's Thrive) to ensure referral of SENs to HS Care Coordination
Timeline/Frequency	7/1/20 – 6/30/21
Person Responsible, Title	E.D., Staff, Lead Agency for Care Coordination
Technique	Inform
Performance Measure	Conduct meetings/visits with local agencies/collaboratives to promote referral to HS Care Coordination and other intervention services and utilize soc. media to provide SU and SEN information.
Indicator	WFS data reports
Monthly Progress Update	

Objective 6	Improve infant mortality or poor birth outcomes by conducting monthly activities that address each of the seven (7) social determinants of health. Some activities may address multiple factors
Social Determinant of Health Indicator(s)	Poverty, transportation, education, housing, racism, toxic stress, and employment
Activity 6.1	Invite speakers to provide education on one or multiple social determinants of health at meetings and/or events:
Timeline/Frequency	7/1/20 – 6/30/21
Person Responsible, Title	Staff, Board

Technique	Inform
Performance Measure	Provide presentations at Board or General Membership meetings at least twice annually to address social determinant(s) of health
Indicator	Actual number of activities addressing social determinants
Monthly Progress Update	
Activity 6.2	Make information available through social media, Website posts, and/or printed material to increase public awareness of social determinants of health and/or relevant local resources
Timeline/Frequency	7/1/20 – 6/30/21
Person Responsible, Title	Media Consultant, Staff, Community Partners
Technique	Inform
Performance Measure	Goal number of monthly activities addressing social determinants
Indicator	Actual number/topic of media items
Monthly Progress Update	

Survey and Consumer Input Instruments



CONNECT & Healthy Start Provider Surveys

CONNECT & Healthy Start		Y	N	Some what	Additional Comments
1.	Are you a Medicaid provider?	x all sites			
2.	Are you referring to the statewide community maternal/child health intake model for all pregnant women and their infants via CONNECT Centralized Intake & Referral ?	x all sites			
3.	Are you familiar with the local community resources including Healthy Start , for your pregnant women & infants?	x all sites			
4.	<p>Would you like to participate in a virtual Lunch & Learn training to learn more about the CONNECT program and an update on community resources and the Healthy Start program?</p> <p>If 'Y' please provide contact information under the comments section. (Lunch will be provided by the Healthy Start Coalition).</p>	x all sites			Thank you for the information. It was greatly appreciated.

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.

**Ron Desantis**

Governor

Scott Rivkees

Surgeon General

Vision: To be the Healthiest State in the Nation

Improved Pregnancy Outcome (IPO) Client Satisfaction Survey – October 2020 – December 2020 Total Summary - 11

Dear IPO Client:

As Nursing Director of the Charlotte County Health Department, the quality of the services you receive is very important to me. Your answers to the following questions will help the Health Department make changes to better serve you and future clients. This survey does not need to be signed and your answers will be confidential.

1. Which services did you receive? Please check all that apply.

__11__ Pregnancy Test	__11__ Information on WIC
__11__ Interviewed/Examined by Nurse	__11__ Information on Breastfeeding
__8__ Help getting Medicaid	__10__ Prenatal Vitamins
__6__ Referral to Pregnancy Crisis Care Line	__11__ Names of Medical Providers
__11__ Information on Alcohol	__7__ Information on Family Planning
__11__ Information on Healthy Start	__0__ Other
2. If you smoke, were you given information on Tobacco Education and Cessation Counseling services?
__2__ Yes __0__ No
3. Were you treated with respect? __11__ Yes __0__ No
4. How would you rate the services you received?
__0__ Not Helpful __1__ Somewhat Helpful __0__ Helpful __10__ Very Helpful
5. Did you have problems obtaining services because of the hours the clinic is open? __10__ No __1__ Yes
6. Did you have problems getting to the Port Charlotte office? __11__ No __0__ Yes
7. Would you tell other women to come to the Charlotte County Health Department for these services?
__11__ Yes __0__ No
8. How did you hear about these services?

a. WIC – 0	f. Family – 0
b. Healthy Start - 0	g. Provider office – 0
c. On-line - 2	h. Previous patient – 4
d. Telephone – 0	i. Walk-in - 0
e. Friend – 1	
9. The following services should be offered by the County Health Department:
 _____ bloodwork, prenatal ultrasound _____

Please use the back of this form to tell me anything else about the program or one of our workers. Place this survey in the postage paid envelope provided and mail your confidential response to me. Thank you for taking the time to answer these questions. Your responses will help us improve services for everyone.

Elena Eastman, MSN, RN, CNL
 Executive Community Health Nursing Director
 Charlotte County Health Department 941-624-7200 x 7257

Updated 09/2019

Florida Department of Health in Charlotte County Administration

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CONNECT & Healthy Start Provider Surveys

CONNECT & Healthy Start		Y	N	Some what	Additional Comments
1.	Are you a Medicaid provider?	x all sites ✓			
2.	Are you referring to the statewide community maternal/child health intake model for all pregnant women and their infants via CONNECT Centralized Intake & Referral ?	x all sites		✓	
3.	Are you familiar with the local community resources including Healthy Start , for your pregnant women & infants?	x all sites ✓			
4.	<p>Would you like to participate in a virtual Lunch & Learn training to learn more about the CONNECT program and an update on community resources and the Healthy Start program?</p> <p>If 'Y' please provide contact information under the comments section. (Lunch will be provided by the Healthy Start Coalition).</p>	x all sites ✓			Thank you for the information. It was greatly appreciated.

5/8/19 CCHSC Board Questionnaire

ⁱ As of 2017, what was the nation's rate of residents living in poverty? ⁱⁱ	14.0%
What was Florida's rate at the same time? ¹	14.7% (higher than nat'l)
What was the same rate for Charlotte County? ⁱⁱⁱ	10.8% (19,980 residents))

As of 2017, what was Charlotte County's median cost of housing, with a mortgage? ^{iv}	\$1245
At the same time, what was Charlotte's median gross rent? ^v	\$ 936

^{vi}**The U.S. Census estimates Charlotte County's population in 2017 as 184,998 residents**

What % of County residents under age 65 were uninsured at that time?	17.1% (31,634 residents)
What percent of County residents were Hispanic or Latino?	7.2% (13,320 residents)
What percent of residents were Black or African American?	6.7% (12,395 residents)

In 2017:^{vii}

What was the rate of premature births to White mother in Charlotte Co.?	9.9%
What was the rate of premature births to Black mothers in Charlotte Co.?	11.8%
What percent of births occurred to White mother who were considered obese?	29.4%
What percent of births occurred to Black mothers who were considered obese?	34.6%

ⁱ Fla. Policy Institute, Benchmarking Florida 2018

ⁱⁱ Fla. Policy Institute, Benchmarking Florida

ⁱⁱⁱ U.S. Census Quickfacts, Charlotte Co.

^{iv} U.S.Census, Quickfacts, Charlotte Co.

^v U.S.Census QUickfacts,, Charlotte Co.

^{vi} U.S.Census Quickfacts, Charlotte Co.

^{vii} FDOH, CHARTS reports

Situation : Charlotte County Healthy Start Coalition is conducting a strategic planning process to review and update its 5-year plan.

Core Competencies :

Large community presence
Positive community relations
Partnerships in the community
Professional and dedicated staff
Education to expectant and new mothers
Resources for expectant and new mothers
Referrals for expectant and new mothers
Supporting Statewide strategies
Assessing level of care connectivity
Tracking strategic data for trends and strategic planning

Obstacles :

Funding Staff
Wavering governmental support
Lack of funding support in general
Difficulty engaging some families and pregnant women
Health care system that does not prioritize preventive medicine and proactive services
Community involvement - gap in understanding and compassion
Parent's willingness to be persistent and stay with the program
Lack of unrestricted funding
Need more private funding to build capacity

Prospects to Sustain :

Funding and engagement of referral partners
Growth of community relationships
Advocate to build funding capacity with elected officials
Messaging to help community understand services and mission
Increase board member role with capacity building
Collaboration with other agencies on grants and funding opportunities

Expectations for Current Level Sustainment :

Support of care coordinators and manager through training
Outreach to prospective clients
Promoting healthy birth outcomes through work with expectant mothers
Services- home visits, training
Collaborations
Data collection and reporting trends to community
Continual quality assurance for contract compliance and quality client services

Prospects to Build :

Increase fundraising activities
Continue to support Care Coordinators
Identify alternative funding sources
Educate professionals from medical, early education, public education along with churches, and community organizations
BOD engaged in annual strategic planning and capacity building through private sector and private resources

Expectations to Increase in the Future :

Strategic focus on where to target services
Fundraising
Messaging through social media
Identify strategies to reach women prior to pregnancy - including high school age
Outreach, education and training to increase community awareness of importance of pre and inter conceptional care and seven social determinants of health
Co-planning with other coalitions that have excelled with strategic planning and alternative funding

Expectations to Decrease in the Future :

I think our whole future as an agency depends on our allotted funds and what we identify and focus the funds for those projects.
Continue to analyze work performed to be sure it's in keeping with funding levels (can't be all things to all people)
None that I can think of
board activities should never decrease in scope - if the board reaches contentment, there is a problem

Connect & Healthy Start Survey's Qtr 2 (October-December 2020)

Connect		Yes	No	Comments									
1.	After speaking with the Connect Specialist do you feel that you know more about the services in the community?	22		Lisa was extremely knowledgeable and friendly									
2.	Was the Connect Specialist courteous and helpful?	22		Yes! She made me feel comfortable speaking with her. Very sweet! She was so sweet!									
3.	What do you feel are the biggest struggles for you and your family?	Finances		12	Transportation		1	Education		1	Housing		3
		Discrimination			Stress		7	Employment			Other		
4.	Do you have any other comments you would like to share about your experience with Charlotte County Connect? We read all comments and value your input.	-She was fantastic and factual -Thank you for reaching out. -She was so informative and thoughtful. Thank you for your help! -She was great. I enjoyed talking to her. Thank you for taking the time to call and ask about our new addition to the family. -This is a very nice service, with lots of useful information. -I am glad you offer this service to new moms -Lisa was very sweet and kind. She made me feel comfortable.											
Total Connect Survey's											22		

Healthy Start		Yes	No	Comments							
1.	Do you feel that the Healthy Start Program is beneficial to you and to your family?	15		I have learned alot about my daughter and her growth.							
2.	Does your assigned Care Coordinator provide you with clear, easy to understand information?	15									
3.	Do you feel that your Care Coordinator is knowledgeable and provides you and your family with non-judgmental services?	15									
4.	Would you recommend the Healthy Start program to others?	15									
5.	Healthy Start has increased my knowledge in the following areas:	Prenatal Education	10	Women's Health & Wellness	10	Smoking Cessation	4	Family Planning/Birth Control Methods	8	Parenting Education	13
		Infant/Child Development	10	Safe Sleep Education	9	Infant Safety	11	Community Resources	9	Other	1
6.	Do you have any other comments you would like to share about your experience with Charlotte County Healthy Start? We read all comments and value your input.	-Jenifer is great. She gives me hope and a sense of empowerment.. I feel she is safe and reliable. -I would recommend Healthy Start to every pregnant woman. Coordinators are super educated and helpful for solving any problems. Thank you so much my helper, Jenifer, she is the best. -We are very pleased with all of the support! -April is awesome she is always there for me when I need her help I would recommend her great customer service -April Mitchell has always been the most helpful and always there for me type person and when I have had questions, she is									

		<p>on top of it to answer them or find the answers. When we still did home visits, she was wonderful with the kids. I appreciate her immensely.</p> <p>-April was very helpful</p> <p>-Angie is an awesome care coordinator she is so very sweet!! So helpful and knowledgeable about the services that are available to me and just friendly in general! Making sure that I'm doing well and letting me know she is always here to support me and that I can reach out to her if I need to. Thank you Angie and Healthy start! :-)</p> <p>You make having a new addition to my family easier and I appreciate it so much!</p>
		<div>Total Healthy Start Survey's</div> <div>15</div>

Connect & Healthy Start Survey's Qtr 1 (July 2019 – September 2019)

Connect		Yes	No	Comments								
1.	After speaking with the Connect Specialist do you feel that you know more about the services in the community?	6	0	None								
2.	Was the Connect Specialist courteous and helpful?	6	0	None								
3.	What do you feel are the biggest struggles for you and your family?	Finances		3	Transportation		1	Education			Housing	2
		Discrimination			Stress		2	Employment		2	Other	
4.	Do you have any other comments you would like to share about your experience with Charlotte County Connect? We read all comments and value your input.	None										
Total Connect Survey's											6	

Healthy Start		Yes	No	Comments												
1.	Do you feel that the Healthy Start Program is beneficial to you and to your family?	7	0	None												
2.	Does your assigned Care Coordinator provide you with clear, easy to understand information?	7	0	None												
3.	Do you feel that your Care Coordinator is knowledgeable and provides you and your family with non-judgmental services?	7	0	None												
4.	Would you recommend the Healthy Start program to others?	7	0	None												
5.	Healthy Start has increased my knowledge in the following areas:	Prenatal Education		6	Women's Health & Wellness		6	Smoking Cessation		7	Family Planning/Birth Control Methods		7	Parenting Education		7
		Infant/Child Development		7	Safe Sleep Education		7	Infant Safety		7	Community Resources		7	Other		7
6.	Do you have any other comments you would like to share about your experience with Charlotte County Healthy Start? We read all comments and value your input.	<div>- I really enjoy my healthy start visits and look forward to having Jennifer to talk to. Every visit has been very helpful to my knowledge and psyche.</div> <div>- I find it a great program. Jennifer has been wonderful n great. Wouldn't know what I've done without her. She needs a fat raise if she hasn't go one...you need a lot more ppl like her in program. We love her has been great to me n my kids. Thanks a bunch.</div> <div>-The home visits are helpful and useful. No complaints.</div> <div>- Jennifer is amazing and like no other. She has forever changed my life and my families. She continues to help me and my family grow. She is one of a kind. We love her.</div> <div>- Jennifer Lukhart is one of the most kind hearted persons I know. She shows acceptance and helps me feel completely safe and I adore her being so forthcoming and amazing to me and my children.</div>														
Total Healthy Start Survey's													7			

Connect & Healthy Start Survey's Qtr 2 (October 2019 – December 2019)

Connect		Yes	No	Comments								
1.	After speaking with the Connect Specialist do you feel that you know more about the services in the community?	3										
2.	Was the Connect Specialist courteous and helpful?	3										
3.	What do you feel are the biggest struggles for you and your family?	Finances		2	Transportation			Education			Housing	1
		Discrimination			Stress		2	Employment			Other	
4.	Do you have any other comments you would like to share about your experience with Charlotte County Connect? We read all comments and value your input.	Dee was outstanding!! I felt very comfortable talking to her and she answered all my questions. I can't wait to be able to use the resources she explained and im excited to meet with my healthy start counselor.										
Total Connect Survey's											3	

Healthy Start		Yes	No	Comments							
1.	Do you feel that the Healthy Start Program is beneficial to you and to your family?	3									
2.	Does your assigned Care Coordinator provide you with clear, easy to understand information?	3									
3.	Do you feel that your Care Coordinator is knowledgeable and provides you and your family with non-judgmental services?	3									
4.	Would you recommend the Healthy Start program to others?	3									
5.	Healthy Start has increased my knowledge in the following areas:	Prenatal Education	3	Women's Health & Wellness	2	Smoking Cessation	1	Family Planning/Birth Control Methods	3	Parenting Education	3
		Infant/Child Development	3	Safe Sleep Education	3	Infant Safety	3	Community Resources	3	Other	1
6.	Do you have any other comments you would like to share about your experience with Charlotte County Healthy Start? We read all comments and value your input.	- I think Nora was a great help with making me a confident first time mother. - Excelente desempeño. Muchas gracias por su ayuda. (Excellent performance. Thank you very much for your help.)									
Total Healthy Start Survey's										3	

Connect & Healthy Start Survey's Qtr 4 (April 2020-June 2020)

Connect		Yes	No	Comments								
1.	After speaking with the Connect Specialist do you feel that you know more about the services in the community?	11		Not too much. WIC and other benefit programs suitable for me.								
2.	Was the Connect Specialist courteous and helpful?	10										
3.	What do you feel are the biggest struggles for you and your family?	Finances		7	Transportation			Education			Housing	
		Discrimination			Stress		4	Employment		4	Other	
4.	Do you have any other comments you would like to share about your experience with Charlotte County Connect? We read all comments and value your input.	<div>-Dee was the person who contacted me and she was amazing, sweet and helpful. She was incredibly kind and informative , it made me feel very nice to know that there are so many places I can get support. Thank you for reaching out Dee, I appreciate it more than you know!</div> <div>-You should be clear what kind of support you can provide and what the purpose of the organization, to support family, mother or newborn.</div> <div>Thank you for following up with us, it means a lot.</div>										
Total Connect Survey's												11

Healthy Start		Yes	No	Comments							
1.	Do you feel that the Healthy Start Program is beneficial to you and to your family?	11									
2.	Does your assigned Care Coordinator provide you with clear, easy to understand information?	11		Jenifer is great!							
3.	Do you feel that your Care Coordinator is knowledgeable and provides you and your family with non-judgmental services?	11		April has been extremely helpful to our family. She is very easy to communicate with and always answers questions.							
4.	Would you recommend the Healthy Start program to others?	10		Great program for first time moms!							
5.	Healthy Start has increased my knowledge in the following areas:	Prenatal Education	9	Women's Health & Wellness	8	Smoking Cessation	2	Family Planning/Birth Control Methods	5	Parenting Education	6
		Infant/Child Development	9	Safe Sleep Education	5	Infant Safety	11	Community Resources	9	Other	2
6.	Do you have any other comments you would like to share about your experience with Charlotte County Healthy Start? We read all comments and value your input.	-Everyone is very helpful and it's great to have someone to talk to and to help educate me with my kids. -April Mitchell is amazing and I recommend her and the program to every pregnant woman I know. -We love April! -Everyone involved with HS has made themselves available through Telehealth and telephone calls/text messages through the COVID-19 shutdown. -They really helped me a lot! -Jenifer is great! She has been super helpful and really followed up with me. -April is a wonderful resource for our family. We greatly appreciate her ongoing commitment. -Very kind Coordinator!									

Connect & Healthy Start Survey's Qtr 1 (JULY 2020-SEPTEMBER 2020)

Connect		Yes	No	Comments								
1.	After speaking with the Connect Specialist do you feel that you know more about the services in the community?	36		-It is a very helpful and vital program for pregnant women -I'm a first time mom and have no family here... so getting advice on help and where to go for more advice really helped								
2.	Was the Connect Specialist courteous and helpful?	36		-So sweet and helpful! -Dee very nice woman								
3.	What do you feel are the biggest struggles for you and your family?	Finances		19	Transportation		1	Education		1	Housing	5
		Discrimination			Stress		10	Employment		4	Other	7
4.	Do you have any other comments you would like to share about your experience with Charlotte County Connect? We read all comments and value your input.	-The specialist was very knowledgeable about services that me available to me and my family. She was engaging and not just a “cold call” conversation. -Dee was very helpful and I was well informed. -Lisa provided me with me and much comfort in this happy but stressful time. Thank you. -Lisa was very informative and friendly. She definitely made me feel comfortable talking with her. -Great phone call. Dee was very warm and helpful. -The lady who called was super nice and friendly, my phone died close to end of conversation -I really appreciate the follow up and kindness offered to ensure our family is doing well! -The connect woman was extremely friendly and personable. Loved having a chat with her. -She was so friendly and nice to talk to -Dee Cannon was wonderful -Very thankful for reaching out to me -No...just thank for all services that we're able to receive from you at this time of need!! Thank you! -I actually learned a lot of things that I did not know. She was awesome! -I felt a sense of relief after the call with Charlotte Connect . Great help and useful information. -She was an awesome person and will definitely keep in touch										
Total Connect Survey's												36

Healthy Start		Yes	No	Comments												
1.	Do you feel that the Healthy Start Program is beneficial to you and to your family?	14		-It has helped me build confidence in myself and to keep track with my children's milestones												
2.	Does your assigned Care Coordinator provide you with clear, easy to understand information?	14		-Very clear and sufficient												
3.	Do you feel that your Care Coordinator is knowledgeable and provides you and your family with non-judgmental services?	13	*1	My care provider is amazing and I appreciate her and everything she does for me												
4.	Would you recommend the Healthy Start program to others?	14		Great program for first time moms!												
5.	Healthy Start has increased my knowledge in the following areas:	Prenatal Education		11	Women's Health & Wellness		10	Smoking Cessation		8	Family Planning/Birth Control Methods		9	Parenting Education		10

		Infant/Child Development	11	Safe Sleep Education	10	Infant Safety	9	Community Resources	11	Other	1
6.	Do you have any other comments you would like to share about your experience with Charlotte County Healthy Start? We read all comments and value your input.	<p>-April has been absolutely amazing with me and both my children! I love having her to talk to when ever I need to and knowing that I will get an honest and helpful opinion no matter what. This program has been amazing for my family and I am truly grateful.</p> <p>-My coordinator was wonderful!</p> <p>*-Not really just keep the great work</p> <p>-My experience with healthy start has been great so far. My care coordinator is very informative and friendly.</p> <p>-I'm very satisfied with my provider she does and amazing job and is awesome I would definitely recommend this program to other fellow moms who need help and or are struggling to just get through everyday life with their young children.</p> <p>-Thanks for everything 😊</p> <p>-Es un programa con un muy buen servicio, a mí me atienden muy bien con mucha amabilidad y con mucha paciencia me explican cada palabra q no entiendo, este progama es de mucha ayuda. Muchas gracias</p> <p>-no i am satisfied with all my resources that has been provided to me.</p>									
Total Healthy Start Survey's										14	



OPIOID EXPOSED INFANTS & THE COST TO THE COMMUNITY Evaluation Form Results 10/18/17

	Agree	Disagree
1. The information was easy to understand.	(19)	()
2. The presentations were informative.	(19)	()
3. The speakers were well prepared.	(19)	()
4. The speakers answered questions appropriately.	(19)	()

5. **One thing I learned today about Opioid Exposed Infants & the Cost to the Community:**

The extent of the problems in Charlotte. Numbers, leading factors. No drug withdrawal protocol in C.C. Jail. How hard SEN is on the newborn. How expensive it is to keep the little ones in the NICU. That the number of NAS babies have doubled in the community within the past year. The scoring system used and length of time before infants display withdrawal symptoms from subutex. Cost. Stats. Stats! High X's. Some drugs can't be detected at the hospital at the time of birth.

6. **How was this presentation helpful to you?**

Very informative. Details were very informative especially PC information. I didn't know any of this before, so it's all helpful info. I'm glad I know now. Showed the increase of SEN. How important it is for our task force to be present & involved. I can educate women that are pregnant. Very. Yes...very! Yes! I learned several new pieces of information.

7. **One thing that I would change to make the presentation better:**

Nothing. N/A. Nothing, you/they were great. Nothing. Nothing. Great! It was great! Longer! None. Nothing! Better understanding to alternatives if detox isn't good, but neither are substances. More studies cited. Wish the speaker held the mike steady.

8. **Other topics you would like covered:**

Well covered. Development of Community Continuum Collaborative effort. Rehab & how addicts recover. Newborn task force SEN. Awesome!! Homelessness Help. Anything & everything – I always learn new info.



Substance Exposed Newborns Evaluation Form Results

1/10/18

	Agree	Disagree
1. The information was easy to understand.	(11)	()
2. The presentations were informative.	(11)	()
3. The speakers were well prepared.	(11)	()
4. The speakers answered questions appropriately.	(11)	()

5. **One thing I learned today about “Substance Exposed Newborns”:**

SEN Task Force’s goal is to follow SEN child through to graduation; Operation PAR; Lots of things, but mostly the process of future plans; Men’s substance abuse might contribute to developmental health; How much of a concern this is for our county; excellent presentation; relationship w/methadone clinic; several new facts about methadone clinics; progress that has been made between the local NICU and other groups who are involved.

6. **How was this presentation helpful to you?**

Helps me to understand more about SEN; very beneficial; I learned a lot; helped me find new ways to get clients connected to resources; Yes – liked how the 2 speakers had dialogue with all of us; understanding barriers to substance using pregnant women.

7. **One thing that I would change to make the presentation better:**

Nothing; nothing; nothing; have a hand out of resources at the end; nothing; When IEP’s were mentioned – to qualify offer Early Steps/FDLRs should be involved, but this was not mentioned.

8. **Other topics you would like covered:**

How to get families routed into the system of care; all good topics – all your speakers are good; have some of the NICU nurses to present problems they encounter with SENS.



Mentoring for Success Evaluation Form Results

4/11/18

	Agree	Disagree
1. The information was easy to understand.	(12)	()
2. The presentations were informative.	(12)	()
3. The speakers were well prepared.	(12)	()
4. The speakers answered questions appropriately.	(12)	()

5. **One thing I learned today about “Mentoring for Success”:**

Resources to help families. Foster families in Charlotte Co. – 33 children need beds. Extreme need for foster parents & mentors in our area. Seasonal residents can mentor. What the program was about. Mentoring program. What the program entails & providers. Charlotte County availability for any family. The resource can be shared with families we work with – CC ELCFH families.

6. **How was this presentatin helpful to you?**

Helping families I work with – with resources. This is a wonderful collaborative that Healthy Start is involved in. Yes. It helps solidify my understanding of the program. I learned a lot. Learn more. Good information. We work with families often – their children needing additional attention and support. Families need encouragement.

7. **One thing that I would change to make the presentation better:**

More detail on the resources the Children’s Network offers. Nothing. Nothing. It was super. No.

8. **Other topics you would like covered:**

Anything at all. I always learn. Mentoring youth/teens.

Additional comments: Pam did a great job! Great job, well informed.



**JACK LEVINE - THE POWER OF PREVENTION:
Saving Lives, Saving Dollars and Enhancing Florida's Family Life
Evaluation Form Results 11/8/18**

	Agree	Disagree
1. The information was easy to understand.	(30)	()
2. The presentations were informative.	(30)	()
3. The speakers were well prepared.	(30)	()
4. The speakers answered questions appropriately.	(30)	()

5. One thing I learned today about The Power of Prevention:

It changes lives. Our task is to help elected officials know what we know, learn where we were, know where we are, plan the future. Inspiring & very informative. History of Healthy Start. History of HSC was great! The history of it all. I liked the part about his childhood "gifts" & for each of us to review ours. Great speaker – thank you!! How important it is. The importance of working collaboratively. Staying non-partisan. We all play a part in healthy outcome. We all share a common bond. The need to do more legislative connection. That challenges lead to self progress. The history/foundation of the Healthy Start Coalition. We all need to advocate collaboratively. How Healthy Start Coalition was established. Cost savings. Was truly inspired. The importance of prevention for future generations. How to be passionate & motivated about the job we do. The honey thing blew my mind. Prevention changes generations, which changes our society (improvements).

6. How was this presentation helpful to you?

Yes. Great organization re: advocacy process/how to participate. When we have a challenge in our community we need to get it done. I feel empowered to influence local officials. Inspirational. So powerful, so helpful – learned a lot. I learned new info to use in my life & share w/others. Inspiring!! Learning the history of healthy start. They will help me to do my job better. Motivation to be a stronger advocate. Getting to know the faces behind child advocacy. You talked to my heart! Reflections of my goals. Brings you back to the basics w/ newly informed information. I learned more about the history of Healthy Start. Also, Jack is tremendously inspirational! Many profound ideas. Inspirational. So inspired! Provided encouragement & the history of Healthy Start. Very moving, really appreciate the motivation. Inspired me to help w/things that will never expire.

7. One thing that I would change to make the presentation better:

Nothing. Make it longer. None. Longer – Jack was tremendous. N/A. Nothing – it was perfect, but would enjoy even more time. Nothing. A little more structured – I struggled following the side notes. Nothing. Wouldn't change a thing. None. Nothing – more time. Nothing! Nothing. It was great! Nothing. Nothing.

8. Other topics you would like covered:

Opiate-neonatal dependence – better services. N/A. Anything – all your topics are good. Excellent. Success stories. Amazing entertaining presenter.



JOURNEY TO BABY FRIENDLY Evaluation Form Results

1/9/19

	Agree	Disagree
1. The information was easy to understand.	(12)	()
2. The presentations were informative.	(12)	()
3. The speakers were well prepared.	(12)	()
4. The speakers answered questions appropriately.	(12)	()

5. **One thing I learned today about "Journey to Baby Friendly":**

More benefits of breastfeeding, How to breastfeed. Handouts are great!! Amount of training for nurses & doctors in community. How things have changed. The importance of breastfeeding. How challenging & comprehensive it is. Several new pieces of info-thank you! They now have skin to skin contact for 1 hr. to 2 hrs. Steps for the community to take to become "baby friendly".

6. **How was this presentatin helpful to you?**

Share with staff. I want to have kids one day. More education – belly balls. Great handouts. Learned a lot – will pass on to our daughter. I learned a lot. Very informational. Had a question answered & will sh are info w/family member. Great resources to share w/parents who may have need or questions. Learned a lot.

7. **One thing that I would change to make the presentation better:**

Nothing – she's so amazing! Excellent. This was great! Nothing. Longer. Speaker maybe could have passed her card around. Nothing. Nothing.

8. **Other topics you would like covered:**

Opiate epidemic, use of vaping/juuling. Anything & everything. Thank you again for always having great speakers. n/a



ESSENTIAL OILS FOR WOMEN IN LABOR Evaluation Form Results

4/10/19

	Agree	Disagree
1. The information was easy to understand.	(13)	()
2. The presentations were informative.	(13)	()
3. The speakers were well prepared.	(13)	()
4. The speakers answered questions appropriately.	(13)	()

5. **One thing I learned today about "Essential Oils for Women in Labor":**

Oils are very good for everyone. Lavender, sage, peppermint, ginger & frankincense are used. Types to use – Bayfront. Accepted by the medical world. Oregano oil can be like an antibiotic. Great option for women instead of medication. Various oils that are helpful for specific situations. How essential oils give patients a choice. How beneficial this option is to opiates for pain management. Oils can be used in hospitals – how exciting!

6. **How was this presentatin helpful to you?**

Very interesting! Yes. Well informed. To expand my personal & professional horizons. Good information to share with clients that plan to deliver at Bayfront. Had no idea that the oils were so beneficial. Learned what essential oils can do. Increased my knowledge of options to pain management and other health issues. Thinking differently about RX. More options for our moms & babies.

7. **One thing that I would change to make the presentation better:**

N/A. Evidence-based feedback on the effectiveness of essential oils in labor & delivery. Nothing. Nothing. Longer. Nothing.

8. **Other topics you would like covered:**

Oils for elderly. Juuling. Behavioral Health.



WELLCARE BABY STEPS PROGRAM Evaluation Form Results

1/08/20

	Agree	Disagree
1. The information was easy to understand.	(11)	()
2. The presentations were informative.	(11)	()
3. The speakers were well prepared.	(11)	()
4. The speakers answered questions appropriately.	(11)	()

5. **One thing I learned today about "WellCare Baby Steps Program":**

Incentives are given to get involvement to continue. How they often engage a client in getting services. What they offer. Service delivery model. I didn't know they had this program. New program. Everything – I didn't know about this. Care management. Everything – I didn't know about it before.

6. **How was this presentation helpful to you?**

Informative, thought stimulating. Good to learn this info. To let client know about their program. A lot – I can give this info to my clients. Resources are essential to our services.

7. **One thing that I would change to make the presentation better:**

Share how program works with other programs without duplication of services. Nothing. Nothing – just perfect. None

8. **Other topics you would like covered:**

Any & all topics are good to learn about.

I really liked that the speaker allowed questions during the presentation since that lead to a good conversation & info sharing about breast pumps.

IPO Suvery Results

Period: Jul. 17-Jun 18

Date	Which services did you receive?												If you smoke, were you given info on Tobacco Ed and Cessation Counseling serv?		Were you treated with respect?		How would you rate the services you received?				Did you have problems obtaining services because of the hrs. the clinic is open?		Did you have problems getting to the PC Office?		Would you tell other women to come to the CCHD for these services?		How did you hear about these services?	The following services should be offered by the CCHD:
	Pregnancy Test	Interviewed/Exam	Help getting Medicaid	Referral to PCC	Info on Alcohol	Info on HS	Info on WIC	Info on Breastfeeding	Prenatal Vitamins	Med Provider List	Info on Fam Planning	Other	Yes	No	Yes	No	Not Helpful	Somewhat helpful	Helpful	Very Helpful	No	Yes	No	Yes	Yes	No		
July-Sep'17	38	38	37	30	38	38	38	38	38	38	38		11	0	38	0	0	0	2	36	38	0	38	0	38	0	friend, previous patient, on-line, family, Healthy Start, telephone, walk-in	
Total Q1	38	38	37	30	38	38	38	38	38	38	38	0	11	0	38	0	0	0	2	36	38	0	38	0	38	0		
Oct-Dec'17	29	29	25	12	28	29	29	29	29	29	29	0	14	0	29	0	0	0	4	25	29	0	29	0	29	0	Friend, On-line, Phone, Provider, prev. patient, walk-in	
Total Q2	29	29	25	12	28	29	29	29	29	29	29	0	14	0	29	0	0	0	4	25	29	0	29	0	29	0		
Jan-Mar'18	34	34	29	16	34	34	34	34	34	34	34	0	10	1	34	0	0	0	2	32	34	0	34	0	33	1	friend, family, prev. patient, on-line,	
Total Q3	34	34	29	16	34	34	34	34	34	34	34	0	10	1	34	0	0	0	2	32	34	0	34	0	33	1		
Apr-June'18	29	29	27	19	29	29	29	29	29	29	29	1	4	0	29	0	0	0	2	27	29	0	29	0	29	0	on-line, phone, friend, family, provider, prev. patient, walk-in	
Total Q4	29	29	27	19	29	29	29	29	29	29	29	1	4	0	29	0	0	0	2	27	29	0	29	0	29	0		

IPO Survey Results

Period: Jul. 18-Jun 19

Date	Which services did you receive?												If you smoke, were you given info on Tobacco Ed and Cessation Counseling serv?		Were you treated with respect?		How would you rate the services you received?				Did you have problems obtaining services because of the hrs. the clinic is open?		Did you have problems getting to the PC Office?		Would you tell other women to come to the CCHD for these services?		How did you hear about these services?	The following services should be offered by the CCHD:
	Pregnancy Test	Interviewed/Exam	Help getting Medicaid	Referral to PCC	Info on Alcohol	Info on HS	Info on WIC	Info on Breastfeeding	Prenatal Vitamins	Med Provider List	Info on Fam Planning	Other	Yes	No	Yes	No	Not Helpful	Somewhat helpful	Helpful	Very Helpful	No	Yes	No	Yes	Yes	No		
July-Sep'18	40	40	39	27	40	40	40	39	40	39	39	0	15	1	40	0	0	0	1	39	39	1	39	1	38	2	friend, previous patient, on-line, family, Healthy Start, telephone, walk-in	
Total Q1	40	40	39	27	40	40	40	39	40	39	39	0	15	1	40	0	0	0	1	39	39	1	39	1	38	2	HS, on-line, friend, phone, family, previous, walk-in	
Oct-Dec'18	21	21	19	13	21	21	21	21	19	21	20	0	13	0	21	0	0	0	0	21	21	0	21	0	20	1	friend, previous patient, WIC,	
Total Q2	21	21	19	13	21	21	21	21	19	21	20	0	13	0	21	0	0	0	0	21	21	0	21	0	20	1		
Jan-Mar'19	33	33	33	14	33	33	33	33	33	33	33	0	33	0	33	0	0	0	0	33	33	0	33	0	33	0	friend, family, previous patient	
Total Q3	33	33	33	14	33	33	33	33	33	33	33	0	33	0	33	0	0	0	0	33	33	0	33	0	33	0		
Apr-June'19	15	14	10	4	13	14	14	13	14	14	9	0	4	0	15	0	0	0	0	15	14	0	15	0	15	0	on-line, friend, family	
Total Q4	15	14	10	4	13	14	14	13	14	14	9	0	4	0	15	0	0	0	0	15	14	0	15	0	15	0	previous patient	

IPO Survey Results

Period: Jul. 19-Jun 20

[illegible]

Qtr 1 FY20-21

Period: Jul. 20-Sep 20

[illegible]