



Memorandum

Memorandum No: 21-003

Date: January 28, 2021

To: Honorable Mayor and Commissioners

From: Chris Lagerbloom, ICMA-CM, City Manager

Subject: United Way of Broward County, Inc. Final Summary Report of Services for Fiscal Year (FY) 2020

In FY 2020, the City Commission appropriated \$750,000 to the United Way of Broward County, Inc. to find solutions and strategies to address chronic homelessness. During the fiscal year, United Way expended \$476,347.21 to provide a variety of initiatives and services within the corporate limits of the City of Fort Lauderdale.

A Summary Report of Services for FY 2020 is attached for reference. The report provides a detailed breakdown of how the funds were expended, the clients served, and the socioeconomic outcomes. Staff from United Way will be making a presentation on each program initiatives at the February 16, 2021 City Commission Conference Meeting.

Below is the summary of outcomes achieved by the approved funding category for FY 2020.

Initiatives	Outcomes
Broward Housing Solutions – Rapid Re-Housing Program	\$89,320.62 serving 30 individuals
Hope South Florida – Meal Sharing Program	\$62,250.00 serving 47,772 individual meals
Hope South Florida – Family Day Respite:	\$22,002.75 serving 180 families
Memorial Healthcare System – Community Court	\$48,786.01 serving 67 individuals
Showering with Love – Community Court	\$4,500 providing 92 showers
Salvation Army – Rapid Re-housing Program	\$189,487.83 serving 105 individuals
Salvation Army – Emergency Solutions Grant (ESG) Match	\$60,000 serving 20 individuals
TOTAL EXPENDITURES: \$476,347.21	

For FY 2021, the City Commission appropriated \$710,000 to United Way to continue the work that begun in FY 2019. United Way will continue to provide the City with quarterly reports that will outline services provided and the outcomes that were achieved. In addition, Hope South Florida, Inc. was awarded \$40,000 directly to pay for case management services in FY 2021.

Please contact me for any further information regarding the United Way's initiatives.

Attachment: FY 2020 Summary Report of Services Funded by City of Fort Lauderdale

c: Tarlesha W. Smith, Esq., Assistant City Manager
Greg Chavarria, Assistant City Manager
Alain E. Boileau, City Attorney
Jeffrey A. Modarelli, City Clerk
John C. Herbst, City Auditor
Department Directors
CMO Managers





Summary report of services funded by City of Fort Lauderdale – Fiscal Year 2020

Through continued funding (\$750,000) from the City of Ft. Lauderdale in fiscal year 2020, United Way of Broward County’s Broward Business Council on Homelessness (UWBC/BBCH) continued supporting case management, housing coordination, and service delivery for homeless individuals and families through contractual relationships with Broward Housing Solutions, The Salvation Army of Broward County, HOPE South Florida, Memorial Healthcare System, and Showering with Love, Inc. This report provides a summary of accomplishments from October 1, 2019 – September 30, 2020, and provides an overview of upcoming activities for FY 2021.

The City funded from October 1, 2019 – September 30, 2020 a variety of services for homeless individuals and families as indicated below:

Broward Housing Solutions – Rapid Re-housing Program:	\$ 89,320.62 serving 30 individuals
Hope South Florida – Meal Sharing Program:	\$ 62,250.00 serving 47,772 individuals (duplicated)
Hope South Florida – Family Day Respite:	\$ 22,002.75 serving 180 families
Memorial Healthcare System - Community Court:	\$ 48,786.01 serving 67 individuals
Showering with Love – Community Court:	\$ 4,500 providing 92 showers
Salvation Army – Rapid Re-housing Program:	\$ 189,487.83 serving 105 individuals
Salvation Army – Emergency Solutions Grant (ESG) Match:	\$ 60,000 serving 20 individuals

Total Expenses for FY 2020: \$ 476,347.21

Funds remaining for FY 2020: \$ 273,652.79

COVID-19 Impact: During FY 2020, contracted partner agencies experienced either a delay or altogether cessation of services due to COVID-19. Each agency that continued service provision experienced an increase in program expenses associated with adapting to CDC guidelines for COVID-19 (e.g., PPE and other expenses to ensure social distancing).

The following highlights the impact of COVID-19 on service provision:

Hope South Florida, Family Day Respite: Due to COVID-19, Day Respite services were suspended at the end of the 2nd quarter (March 2020) out of an abundance of caution for staff and residents. Day Respite services did not restart until October 19, 2020 – and at minimum capacity to ensure social distancing.

Memorial Healthcare System, Community Court: Due to COVID-19 there was a decrease in referrals received. Community Court referrals ceased altogether at the beginning of the 3rd Quarter (April 2020).

Showering with Love, Community Court: Due to COVID-19 an administrative order 2020-23-Temp the court was closed on March 13th. On April 2nd the provider discontinued services due to safety concerns.

Salvation Army, Rapid Rehousing Program: The Salvation Army did not bill for the first two quarters of the fiscal year (October – March 2020) due to staff recruitment and onboarding. For the third quarter (April – June 2020), program enrollment was postponed as the agency worked to identify innovative strategies for providing services during the height of COVID-19.

Despite COVID-19, most of the contracted agencies demonstrated an ability and willingness to continue services. Additionally, several programs maintained their client goals. Each agency continues to provide homeless individual and families in the City of Ft. Lauderdale with hope and compassion in a time that has been troubling and confusing for even those with stable housing.

FY 2020 Program Summary/ Accomplishments

Salvation Army

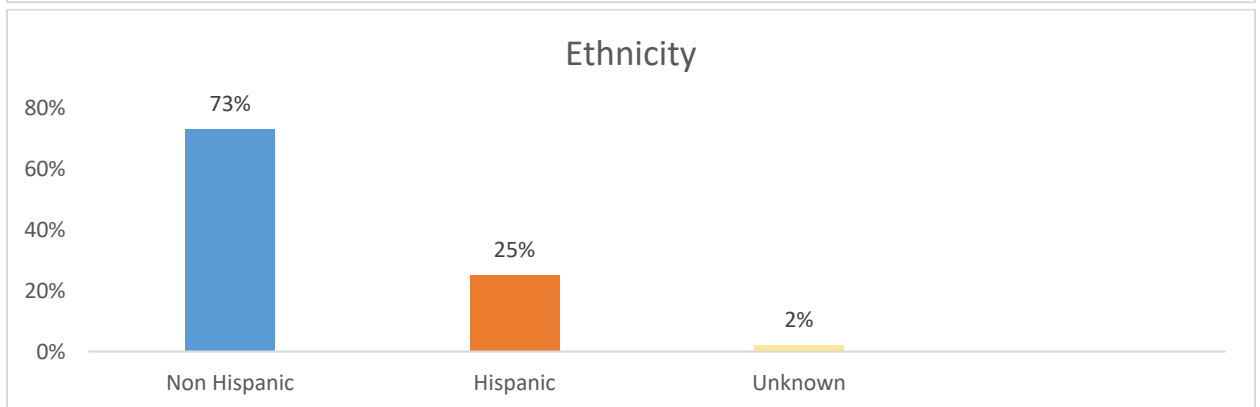
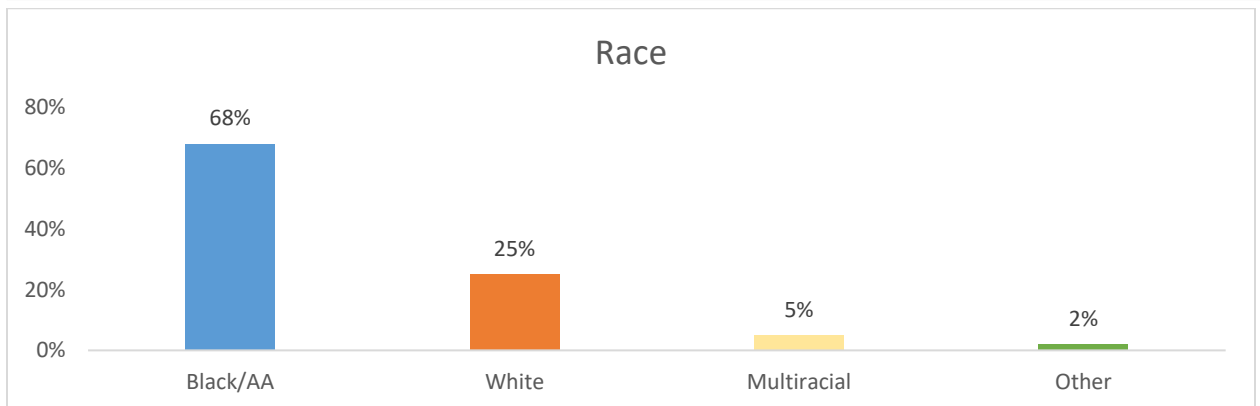
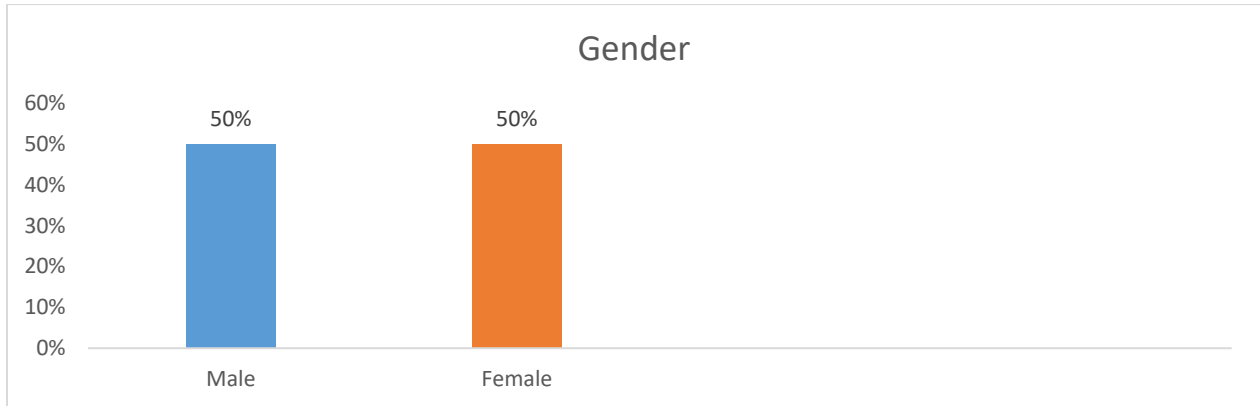


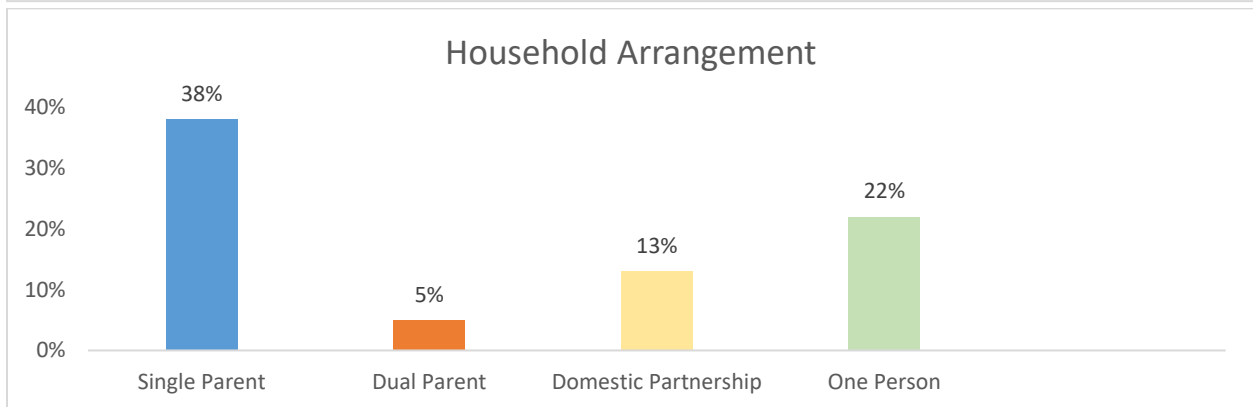
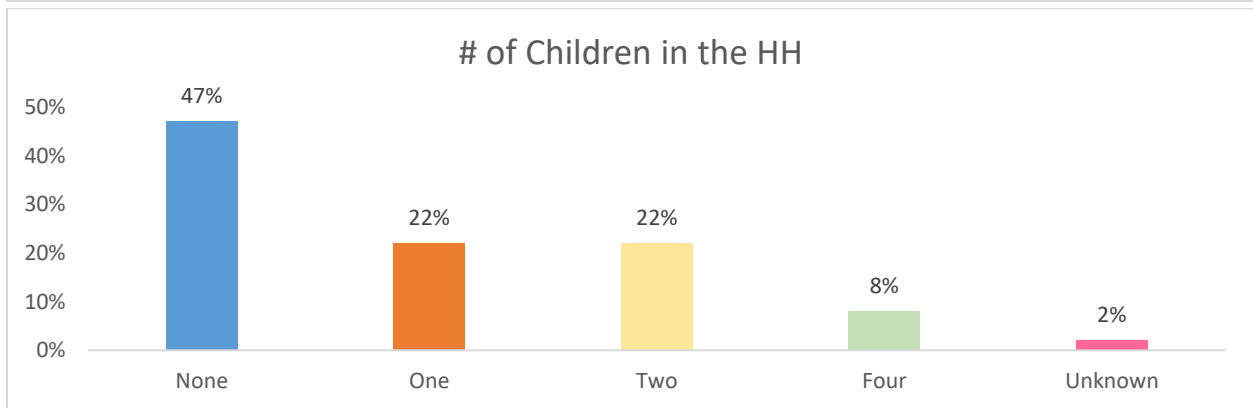
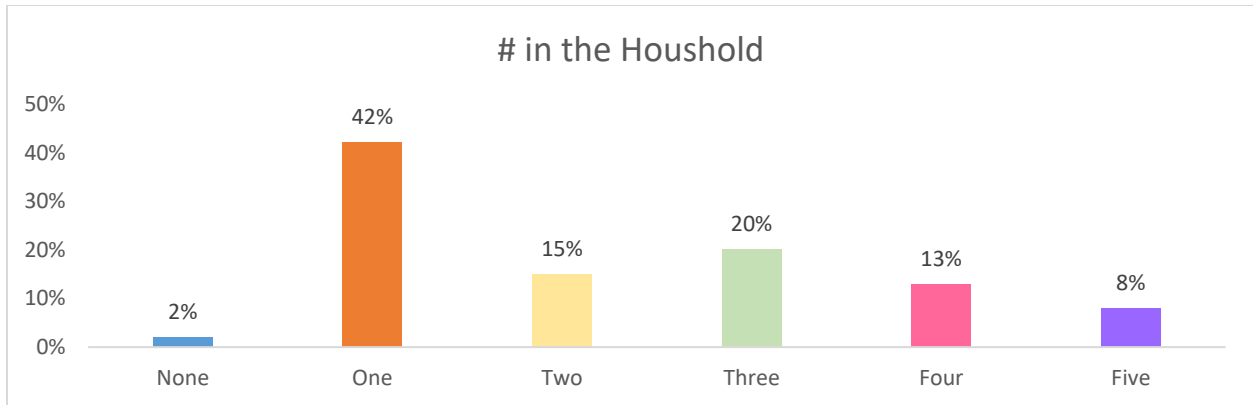
UWBC/BBCH contracted with the Salvation Army to provide rapid rehousing services to 15 individuals/families at a contract value of \$250,000. The contract length was nine months (January 1, 2020 – September 30, 2020). The Salvation Army provided Rapid Rehousing Services to a total of 105 families, which included:

- Case Management and coordination of social services;
- Assistance obtaining or coordinating public benefits, direct provision of other public benefits;
- Housing placement and rent assistance;
- Employment training;
- Linkages to medical and legal services; and,
- Other supportive services as needed and approved by UWBC.

Additionally, UWBC/BBCH with the financial support of the City of Ft. Lauderdale, provided a \$60,000 match to the Department of Children and Families' "Emergency Solutions Grant" (ESG). The contract length was eight months (October 1, 2019 – June 30, 2020). During the contracted period, The Salvation Army served a total of 20 clients with utilities assistance. All funding for this program was successfully utilized.

The following charts provides an overview of the demographic breakdown of the Salvation Army's Rapid Rehousing Program:





HOPE South Florida

UWBC/BBCH executed two contracts with Hope South Florida to provide family day respite and meal sharing services to individuals and families who were homeless or at risk of homelessness. The day respite allocation from the City of Ft. Lauderdale was valued at \$60,375.00. A total of 180 families were served. The services provided under the day respite included, but not limited to: meals (breakfast and lunch); laundry services; bus passes; clothing vouchers; showers; and, linkages/referrals to community social service providers.



UWBC/BBCH provided support to HSF for meal sharing in the amount of \$62,250.00 for a contract period of nine months (January 1, 2020 – September 30, 2020) serving an average of 1,327 individuals weekly (a duplicated total of 47,772 for the contract term). Meal sharing was provided in multiple sites throughout the City of Ft. Lauderdale and included the following: hot nutritious meals with beverages, transportation, showers, and service linkages and referrals to community social service providers. Due to COVID-19, the

need for meal services increased. As a result of COVID-19, HSF’s food delivery system was modified to offer “To Go” meals to align with federal guidelines. The increase demand for meal services resulted in a record number of meals served –49,226 meals with an average of 1,367 meals weekly.

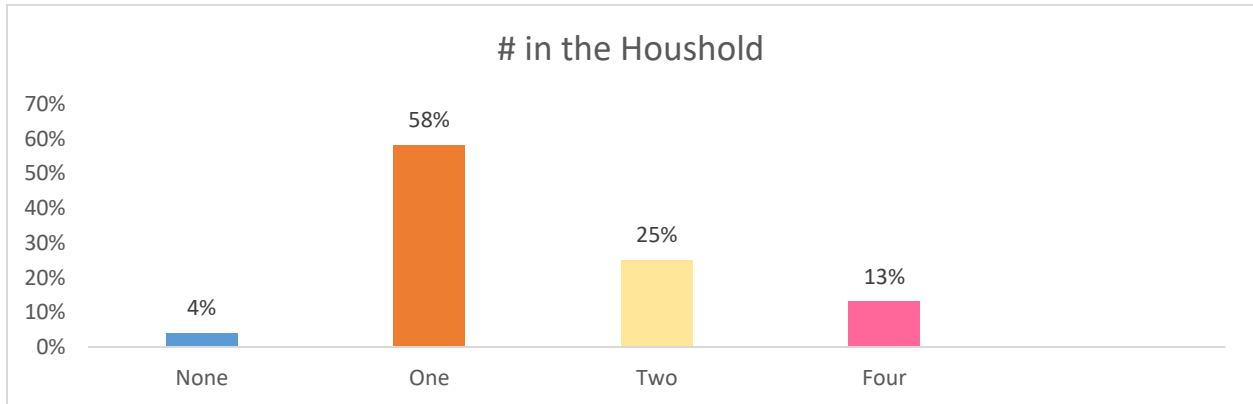
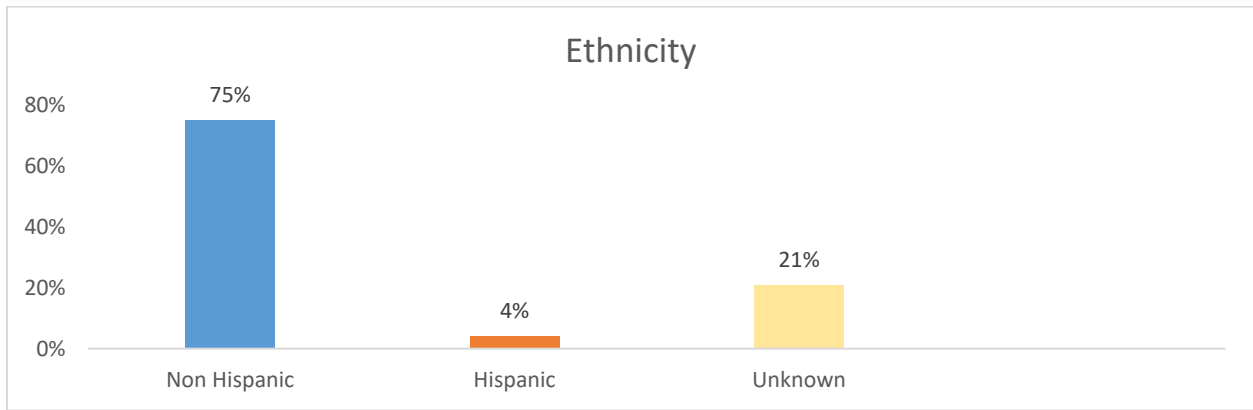
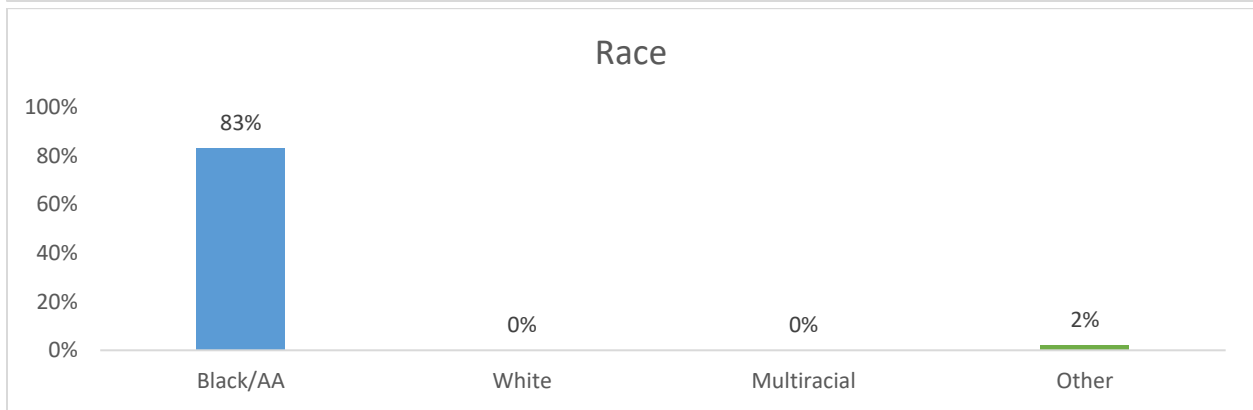
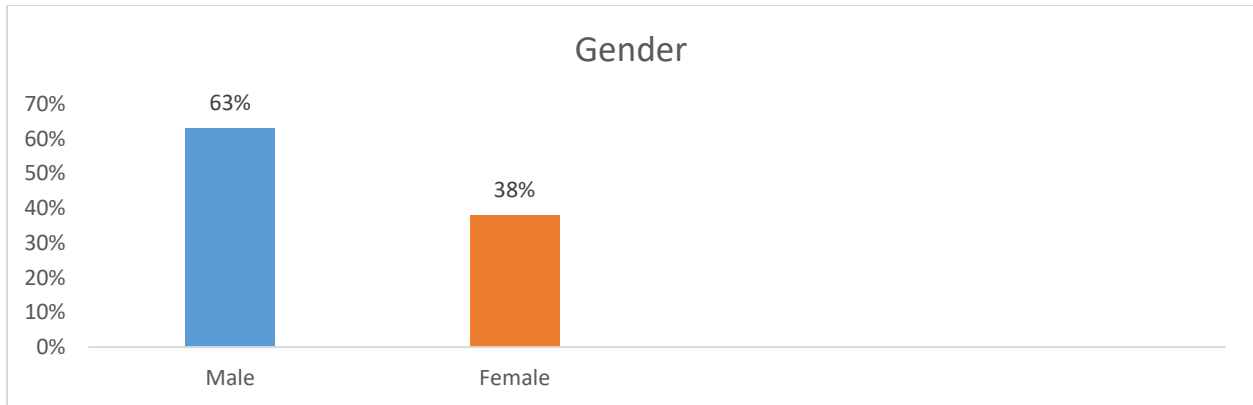
Broward Housing Solutions

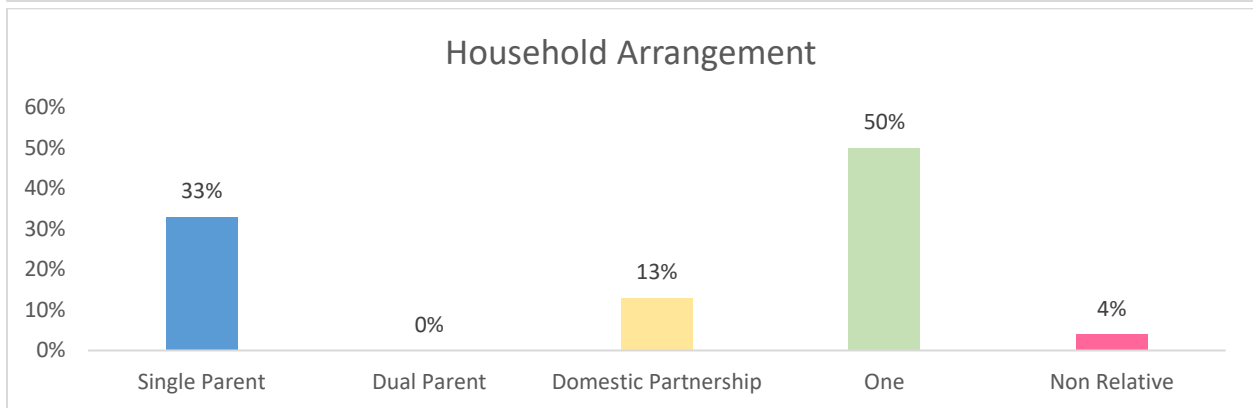
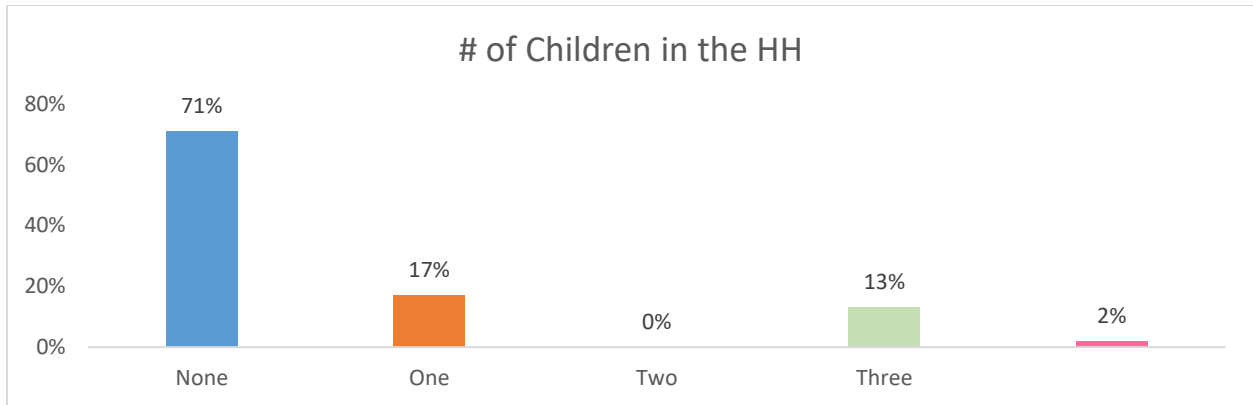
UWBC/BBCH contracted with Broward Housing Solutions (BHS) to provide rapid re-housing (RRH) services to 12 individuals/families. The contract value was for \$250,000. The contract length was for nine months (January 1, 2020 – September 30, 2020), but was extended through June 30, 2021 to provide the following Rapid Re-housing Services to 15 families:



- Case Management and coordination of needed social services;
- Assistance obtaining or coordinating public benefits, direct provision of other public benefits;
- Housing Placement and rent assistance;
- Employment training;
- Linkages to medical and legal services; and,
- Other supportive services as needed and approved by UWBC.

To date, BHS has provided RRH services to 30 individuals. The following charts provides an overview of the demographic breakdown of the Broward Housing Solution’s Rapid Rehousing Program:





Memorial Healthcare System

UWBC/BBCH provided Memorial Healthcare Systems with \$56,250 to provide support for 25 individuals graduating from Community Court to locate and access permanent housing. Memorial used funding to provide case management and move-in costs to support housing placement. The following costs were supported:



- One Month Security Deposit: Maximum of \$1,000
- One Month Rental Assistance (first month): Maximum of \$1,000
- One Month Rental Assistance (last month): Maximum of \$1,000
- Second Month of Rental Assistance: Maximum of \$1,000
- Utility Deposit: Maximum of \$200 per client
- Furniture: Maximum of \$400 per client

Memorial provided support to a total of 67 individuals. The average per individual costs were: \$4,600.00. Due to COVID-19, Community Court was suspended at the end of Quarter 2. However, Memorial continued to serve 15 individuals through Quarter 4 to ensure successful housing placement for clients that were referred in prior quarters.

Showering with Love



Showering with Love received a contract in the amount of \$37,500.00 to provide a minimum of 25 showering services weekly to 700 homeless individuals. However, the agency had challenges with initial startup and were unable to fulfill their contractual requirements. UWBC/BBCH was notified early in Quarter 3 that due to COVID-19 and the temporary closing of their assigned location at Community Court the agency would suspend program operations and would not resume for the remainder for contractual period. A total

of 92 showers were provided during the contract period.

Success Stories

Raphaela

Although this year has been a tough one for all, Raphaela and her young son are finishing the year in a better situation because of the United Way Rapid Rehousing Program at BHS. Once her and her son were able to have the stability and safety of a home, Raphaela was able to work with the RRH Case Manager to establish her short- and long-term goals and together they focused on the steps needed to accomplish them. Raphaela was connected to a doctor who reassessed her medication and got her on a new regiment that better addressed her needs allowing her to discontinue her 'self-medication' with other substances. She was connected to a therapist who she really connected with and she reported gaining new skills and coping tools that helped her to stay focused on her goals. Soon she enrolled back in school and has completed a training course allowing her to be certified as a security guard and is actively seeking employment in that field. She did get employed in a seasonal position while finishing school and is happily working right now. She is so appreciative of the assistance provided to her in her time of need. She now has a better foundation on which to build a better future for her and her son.

Daniel

Daniel entered the Rapid Rehousing Program shortly after returning to Broward County following a stay in a mental health hospital where he was being treated for multiple conditions. Daniel was living in his car at the time. Due to the stress of the pandemic and his mental health conditions, Daniel was struggling to do his housing search. He had trouble with meeting landlords and looking at housing in person due to fear of the virus which was heightened due to his mental health. Over the course of his housing search, with the help of his mental health team and case manager, he was able to work past his fears and find stable housing. Since moving into housing Daniel has thrived. He was able to complete an intensive outpatient mental health program, which greatly helped his ability to live his day-to-day life. His overall health improved once he moved into housing as well. Daniel has made a habit to take daily walks and prepare healthy meals for himself. Since moving into housing Daniel has worked on building his savings and decreasing his debts. He also was able to get food stamps. Now Daniel is looking forward to keep

improving his mental and physical health. He aspires to start working once again and to be an advocate for the de-stigmatization of mental health conditions.

Anthony

Anthony, his partner Jennifer, and their infant son entered the Rapid Rehousing Program following Anthony's treatment in a rehab center. He was committed to living a clean life and being reunited with his partner and child. While searching for their housing, they were in a car accident. Thankfully everyone was safe, but their vehicle was in need of extensive and expensive repairs. This was a big setback for their housing search and left Jennifer unable to do her job as a delivery person. They didn't let that keep them back and Anthony and Jennifer were able to find housing shortly after. Their family was now back together finally. Since moving into housing they were able to save up enough money and were able to fix their vehicle. Jennifer was able to start working again as well. Now Jennifer works only on days Anthony is home and she is able to stay home full time with their son. Anthony is still sober and has a stable job. Anthony and Jennifer have continued to grow their savings. They just spent their first Christmas all together as a family in their new home.

Karen

When Karen and her daughter Melissa entered the program, they were fleeing domestic violence and living in their car. Karen was living with her boyfriend, who had been abusive toward her, but she was not ready to leave. At this time, her daughter had already moved out and was living on her own. Then Melissa had a mental health crisis and was hospitalized. She was later diagnosed with schizophrenia and moved in with her mother and Karen's boyfriend once she was released from the hospital, Melissa moved in and the abuse escalated. Karen's boyfriend kicked them out of the home.

Homeless, Karen focused on finding stable housing for herself and daughter. Determined to find housing, they were referred to and accepted into the UW-TSA RRH program. Melissa struggled with the instability and her mental health symptoms. Karen was also not doing well; she was having multiple health issues and was later diagnosed with Lupus. She worked hard to find housing. Karen was supporting her and her daughter on the income from a call center where she was working. Neither of them had health insurance so almost all of their money was going to doctors' visits and medications.

Karen was able to locate a studio to share and moved in August 2020. Since they have moved in to their own apartment, they have continued to improve their situation. Karen and Melissa worked together with their doctors to get their health back on track. Karen was able to access health insurance through her job. Melissa was able to obtain Medicaid, which alleviated much of their financial strain caused by their medical issues. Karen began treatment and was able to get on a Lupus diet since she had her own kitchen to prepare food. Melissa has thrived with the stability of having a home again. She was less stressed and was able to work with doctors to find the best combination of medications, so her symptoms are kept to a minimum. Melissa received assistance from a community resource to apply for SSDI and now is receiving monthly support which is helping considerably with monthly bills.

Karen and Melissa have only been in housing for three months but the progress they have both made, with the help of the Rapid Rehousing Program, has been enormous. They are happier and healthier than they were before. Karen has gained a sense of independence that she didn't have with her boyfriend. Melissa is working on finding a part-time job now that her symptoms have become manageable. Also, Karen is able to work more hours now, and is looking for a second job to help save more so at the end of the program to move into a bigger apartment for the two of them.

FY 2020 Program Allocations and Utilization

Program and Agency	Allocation	Qtr. 1 Oct. 2019- Dec. 2020	Qtr. 2 Jan. 2020-Mar. 2020	Qtr. 3 Apr. 2020-June 2020	Qtr. 4 July 2020-Sept. 2020	FY 2019-2020 Final Expenses	Funds Remaining
RRH, Broward Housing Solutions	\$250,000.00	\$0.00	\$0.00	\$0.00	\$89,320.62	\$89,320.62	\$160,679.38
RRH, HOPE South Florida	Funds provided from the State of Florida						
RRH, Salvation Army	\$223,625.00	\$0.00	\$64,644.30	\$0.00	\$124,843.53	\$189,487.83	\$34,137.17
ESG, Salvation Army	\$60,000.00					\$60,000.00	\$0.00
Meal Sharing, HOPE South Florida	\$62,250.00	\$0.00	\$27,824.31	\$34,425.69	\$0.00	\$62,250.00	\$0.00
Day Respite, HOPE South Florida	\$60,375.00	\$0.00	\$22,002.75	\$0.00	\$0.00	\$22,002.75	\$38,372.25
Community Court, Memorial Healthcare System	\$56,250.00	\$0.00	\$0.00	\$8,956.31	\$39,829.70	\$48,786.01	\$7,463.99
Showering with Love	\$37,500.00	\$0.00	\$4,500.00	\$0.00	\$0.00	\$4,500.00	\$33,000.00
Grand Total:	\$750,000.00	\$0.00	\$118,971.36	\$103,382.00	\$253,993.85	\$476,347.21	\$273,652.79

Projected Activities and Support for FY 2021

UWBC/BBCH will continue to work toward eradicating homeless in the City of Ft. Lauderdale by providing housing supports to identified homeless persons who are living on the sidewalk surrounding Stranahan Park in the downtown corridor. It has been estimated that there are approximately 15 individuals. In FY 2021, UWBC/BBCH will continue with a **“Housing First”** program with the added component of more intensive case management services for up to 24 months with the goal of ensuring long term stable housing and self-sufficiency. In addition, UWBC/BBCH will execute two new contracts with HOPE South Florida to continue providing day respite and meal sharing services.

United Way of Broward County is appreciative of the relationship and financial support provided by the City of Ft. Lauderdale, the City Commission, and City Staff who have supported our efforts. We look forward to continuing the work in meeting our common goal of ensuring an end to homelessness in Broward County. Our efforts at the Stranahan Park encampment will provide a safety net with the goal of assisting individuals and families in reaching a peak level of housing security, self-sufficiency and sense of wellbeing. UWBC believes that building a stronger, long-term support system, residents will be better positioned to move on to a pathway of success, of which the entire community benefits...**their success, is our community’s success.**