



Human Services Needs Assessment Provider and Citizen Survey Results

REPORT TO PINELLAS COUNTY HUMAN SERVICES



THE LOUIS DE LA PARTE FLORIDA
MENTAL HEALTH INSTITUTE



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Final Report To Pinellas County Human Services Department

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This report provides a brief summary of the methods and findings from the survey component of the Pinellas County human services needs assessment completed by the Louis de la Part Florida Mental health Institute (FMHI) during the summer and fall of 2004. The goal of the survey component was to obtain both providers' and citizens' perspectives regarding the need for, accessibility to, and effectiveness of 1) homelessness, 2) health, 3) mental health/substance abuse, and 4) basic needs (e.g., food, shelter) services in Pinellas County.

Needs assessment questionnaires were mailed to 1,000 providers listed on the County's 211 and senior helpline service provider lists. Responses were obtained from 326 providers, representing a response rate of 32.6%. Questionnaires were also mailed to 300 county residents who were randomly selected from telephone directories. A total of 84 surveys were returned for a response rate of 28.0%. Services users recruited by program staff at selected provider agencies/organizations yielded responses from 162 of 200 (81.0% response rate). Additionally, other citizens were invited to participate by completing the on-line web-based version of the survey or by completing questionnaires disseminated at the community forums. Completed responses were received from a 149 community members.

Citizens' and provider's perceptions suggest a high rate of need across each of the four service domains examined. In addition, respondents also reported a relatively low level of services accessibility and effectiveness. Housing and transportation were two needs consistently identified by both citizens and providers across service domains. In addition, providers consistently reported a need for improved service coordination across domains while citizens perceived a high need for job/vocational training. Providers also reported current funding levels as less than "somewhat adequate" and that current functioning and cooperation levels within the four service domains as "somewhat adequate".

INTRODUCTION

During the summer and fall of 2004, investigators at the Louis de la Parte Florida Mental Health Institute (FMHI) completed a survey of Pinellas County residents and providers as part of a human service needs assessment conducted under a contract with the Pinellas County Department of Social Services. This report provides a summary of the methods and findings from this survey component of the needs assessment. The goal of the survey component was to obtain both providers' and citizens' perspectives regarding the need for, accessibility to, and effectiveness of Pinellas County human services in four domains: homelessness, health, mental health/substance abuse, and basic needs (e.g., food, shelter). In conjunction with the other components of this needs assessment, the results of the mail survey should assist county officials in identifying and prioritizing the county's human services needs.

Respondents: Insights from several stakeholder groups were sought using survey techniques. A total of 1,500 questionnaires were distributed to three distinct target audiences; 1) 1,000 service providers identified from the County's 211 service provider contact list and the senior helpline provider contact list given to FMHI by county officials, 2) 200 service users recruited by program staff at selected provider agencies/ organizations designated by county officials, and 3) 300 Pinellas County citizens randomly selected from current telephone directories. Within each respondent group special efforts were undertaken to ensure participation from respondents living or operating in different geographic regions of Pinellas County (i.e., north, mid, and south).

In addition to individuals whose participation was specifically solicited through the survey component of this needs assessment, broader citizen participation was invited in three ways: 1) by completing questionnaires provided at the four community forums conducted as part of this needs assessment, 2) by completing questionnaires provided to county officials by FMHI for distribution directly to service providers, and 3) by completing an on-line web-based version of the survey.

Questionnaire Design.

Copies of both the citizen and provider questionnaires were drafted based on systematic review of previously conducted needs assessment surveys from other jurisdictions. The draft surveys solicited information in the four human service areas identified by the advisory group for study. These areas included: 1) homelessness, 2) health care, 3) mental health/substance abuse, and 4) basic needs (e.g., food, rent, housing, financial). Additionally, questions were asked about various "Other" services. The draft questionnaires were circulated to the advisory group members for their review and comment.

The provider survey (See Appendix A) contained 89 questions and asked respondents to indicate their perceptions regarding the need, accessibility, and effectiveness of a variety of services within the four human service domains using a four-point Likert-type scale. Providers were also asked to report on the adequacy of funding, system functioning, and interagency cooperation related to homelessness, health care, mental health/substance abuse, and basic needs services.

The content of the citizen questionnaire (See Appendix B) closely paralleled that of the provider survey although it differed somewhat (e.g., citizens were not asked about issues such as the level of providers' coordination or about some specific service types). The questionnaire contained 69 items. Similar to the provider questionnaire, citizens were asked to provide their perceptions regarding the need, accessibility, and effectiveness of a variety of services within the four human service domains using a four-point Likert-type scale. Citizens were also asked about their personal use of human services and their familiarity with how they could access services if needed, as well as a variety of demographic questions.

Mailing and Recruitment Procedures.

Mail survey techniques have been used with varying results in differing settings. For this needs assessment a highly systematic and structured mailing approach was used to solicit input from providers and the general citizen community sample that was similar to those recommended by Dillman (1978) and Salant and Dillman (1994). In total, five separate mailings were conducted. The first mailing consisted of a prenotification postcard informing the Pinellas County service providers and general citizens who were sampled that we were conducting a needs assessment study and that they would receive a mail questionnaire within about a week. One week later a second mailing was conducted. This mailing included a letter address to the executive director or program administrator (or to the community citizen) and a questionnaire with an explanation of the purpose of the needs assessment and information about the days and hours of operation of the toll-free telephone number (See Appendix C for copies of postcard text and the letters). A preaddressed stamped return envelope was also included in the mailing. One week later, a postcard reminder was sent to each provider or citizen who had not yet responded. This reminder emphasized the importance of the needs assessment and again included information on the toll-free telephone number they could call with questions. Two weeks after the postcard reminder was mailed, a fourth mailing containing a cover letter, questionnaire, and return envelope was mailed to each non-responding provider. Finally, four weeks later, a fifth mailing was sent providers and to citizens in the general community sample who had not yet responded. As with the second and fourth mailing, recipients received a cover letter, questionnaire, and a preaddressed, stamped return envelope. As recommended by Dillman (1978), first class postage was used on both the outgoing and return envelopes of each mailing and address correction was requested from the post office so that mailing lists could be updated.

The 300 individuals included as part of the general citizen community sample were offered \$8.00 as compensation for completing and returning the needs assessment questionnaire. Providers were not compensated for their participation in the needs assessment.

Individuals solicited as part of the 200 citizen's service user sample were recruited to participate in a different manner to protect and maintain their confidentiality. Selected service providers from each of the four human service domains of interest were identified by county personnel and agreed to recruit a small number (between 4 to 8) of service users to complete and return the citizen's version of the needs assessment questionnaire. FMHI distributed to each of these selected providers packets containing a cover letter explaining the purpose of the needs assessment and including the toll free number to call with any questions, a pre-addressed stamped return enveloped so respondents could mail the questionnaires back to FMHI, and funds so that providers could pay each service user \$8.00 for completing the needs assessment questionnaire.

Analysis.

The data used in these analyses were compiled and downloaded on November 22, 2004. Questionnaires submitted after that date while included in the data file provided to the county, are not included in the analyses conducted for this report. For respondents to both the provider and citizen's versions of the questionnaire, aggregate need, accessibility, and effectiveness scores were calculated within each of the human services domains by averaging individuals' responses across the series of services listed within that domain. Respondents who rated less than two thirds of the services listed within a domain were excluded from that analysis. In addition, descriptive analyses were performed on each question in the survey. Among providers, responses were analyzed relative to the type of services their agency/organization offered. This analysis was conducted to assess whether providers of specific services rated the need for these service significantly higher relative to services their agency/organization did not provide. In addition, provider responses were also examined according to the location of the agency/organization (i.e., south county, mid county, north county) based on zip codes, to determine if levels of reported need, accessibility, and effectiveness differed across geographic locations.

In terms of the citizen version of the questionnaire, analyses were conducted by respondent subgroups (i.e., solicited general community sample, solicited service user sample, and unsolicited citizen sample). Similar to the providers analysis, citizens' responses were also analyzed by region of the county (i.e., south county, mid county, north county) based on zip codes, to determine if levels of reported need, accessibility, and effectiveness differed across locations.

RESULTS

Service Providers Questionnaire

Respondent Characteristics

A total of 326 service providers responded to the provider version of the needs assessment questionnaire, representing an unadjusted response rate of 32.6%. When adjusted for incorrect addresses (n=72 or 7.2%), the response rate was 35.1%. These results are presented in Table 1. Providers were categorized according to three groups based on the geographic location of their agency/ organization within the county (i.e., north county, mid county, and south county). Overall, 9% of the responses were from providers in north county, 44% from mid county, while 47% were from south county. Approximately 22% of the providers offered services for homeless individuals, 26% health-related services, 21% mental health and substance abuse services, 42% basic needs services, and 48% “other” human services (Note. Percentages exceed 100% given that many agencies/organizations offer more than one type of assistance).

Table 1. Provider Survey Respondent Characteristics

Characteristic	N	%
Services offered:		
Homelessness	71	21.8% ¹
Health	83	25.5
Mental health/Substance abuse	68	20.9
Basic needs	137	42.0
Other	157	48.2
Region:		
North county	29	9.0
Mid county	141	44.0
South county	151	47.0

¹Percentages add to more than 100% because the agencies/ organizations surveyed can provide more than one service type.

Estimated Service Need and Units Provided

Providers were asked to estimate the number of individuals per month in Pinellas County that are in need of assistance within each of the four human services domains examined in this needs assessment as well as the unduplicated number of service units their agency/organization provides each month. Results from these questions are summarized in Table 2. Caution is advised when interpreting these numbers given the vast difference in the types of service units likely being reported (e.g., meals versus counseling sessions) and the extreme variability reported across providers. As can be seen in this table, the standard deviations exceed the means on each estimate.

Given these cautions, within each human service domain providers estimated that the number of people in need of assistance each month exceeded the number of units of service they reported providing in that domain. Specifically, providers estimated that over 2,200 individuals are in need of homeless services each month in Pinellas County yet reported providing only 369 unduplicated units of service. This number is substantially less than the 4,000 individuals estimated by the Pinellas County Coalition for the Homeless (2004) in their one-day point-in-time enumeration.

In terms of health-related services, over 5,200 county residents were estimated to need assistance each month with about 3,800 unduplicated units of health services being provided. In excess of 4,500 individuals were estimated to be in need of mental health/substance abuse services each month with unduplicated count of 484 units of service being provided. Over 6,100 residents were estimated in need of assistance with basic needs while 728 unduplicated units of service were being provided. Additionally, providers estimated that about 1,400 unduplicated units of “other” services were provided to county residents each month.

Table 2. Providers’ Estimated Need and Service Provision

Domain	Estimated # of people/per month		Estimated # of units/per month	
	Mean	SD	Mean	SD
Homeless	2210	2649	369	1003
Health	5274	6629	3839	13967
Mental health/Substance Abuse	4652	7165	484	1330
Basic Needs	6116	7957	728	2617
Other	NA	NA	1409	3677

Assessment of the Adequacy of Funding, Functioning, & Coordination.

Providers were asked to assess the adequacy of current levels of funding, functioning, and coordination in each of the four human service domains using a four-point Likert-type scale. Table 3 provides a summary of the means and standard deviations in each area for each domain. Across each of the four human service domains, providers assessed current funding levels as less than “somewhat adequate.” In terms of the current functioning within each human service domain, providers’ assessment was about “somewhat adequate.” Similarly, providers reported the current level of cooperation among providers within each domain as “somewhat adequate”.

Table 3. Providers' Perceptions Regarding the Adequacy of Funding, Functioning, & Coordination by Service Domain

Domain	Funding		Functioning		Cooperation	
	Mean ¹	SD	Mean ¹	SD	Mean ¹	SD
Homeless	1.72	.70	1.94	.75	2.04	.84
Health	1.84	.77	2.05	.78	2.09	.80
Mental health/ Substance abuse	1.74	.77	1.93	.76	2.01	.80
Basic need	1.81	.75	2.00	.77	2.02	.81

¹ 1=Not at all Adequate; 2=Somewhat Adequate; 3=Moderately Adequate; 4=Very Adequate

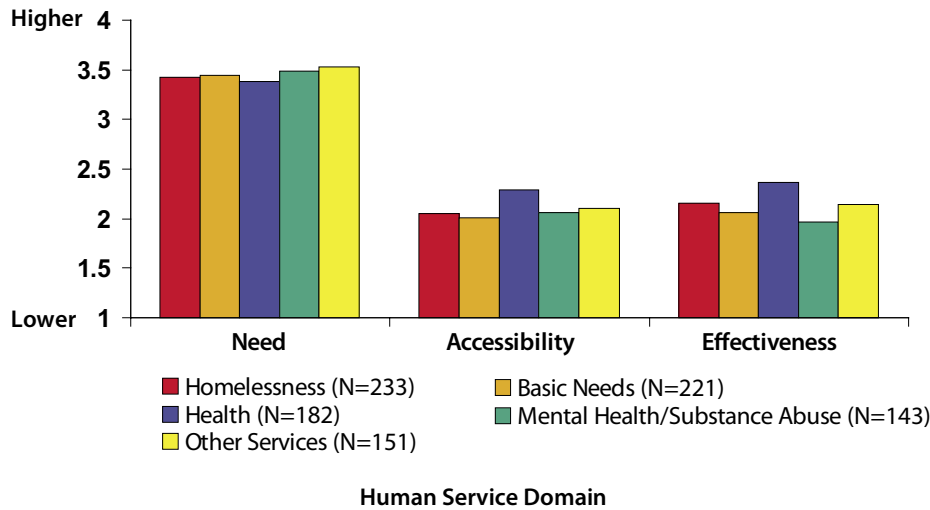
Providers' assessments of the adequacy of funding, functioning, and coordination within each domain were also analyzed by the location of their agency/ organization to determine if providers reported differential assessments on these issues based on the geographic region. Although not statistically significant, provider located in the northern section of the county generally assessed the current funding, functioning, and coordination of services as less adequate relative to providers located in mid and south county.

Service Need, Accessibility, and Effectiveness.

Providers were asked to assess the need, accessibility, and effectiveness of various services within each domain using a four-point Likert-type scale. A summary of the responses to each question can be found in Appendix A. Aggregate responses by domain are presented graphically in Figure 1.

As can be seen in this figure, providers indicated a high level of need existed within each of the human service domain examined. Their assessment of need was also consistent across service domains. Ratings of accessibility were in the "somewhat accessible" range with the exception of the health domain which was rated as slightly more accessible compared to the other domains. The overall effectiveness of available services was also rated by providers in the "somewhat effective" range with the exception of the health domain which was rated a slightly more effective compared to the other domains.

Figure 1. Need, Accessibility, Effectiveness Across Human Service Domains (Providers)



Analyses were also conducted to determine if providers' assessment of need, accessibility, and effectiveness was associated with the type of services their agency/organization offered. This analysis was conducted to determine if providers of specific services rated the need for these services significantly higher relative to services their agency/organization did not provide. In general, little variability was found among providers of different services with respect to their assessments of need, accessibility, and effectiveness of services within the various human services domains. Figure 2 portrays these results for services in the homeless domain. Although not discussed in detail below, results related to the other domains were quite similar and are presented in Figures 3-6.

Figure 2: Need, Accessibility, & Effectiveness of Homelessness Services by Provider

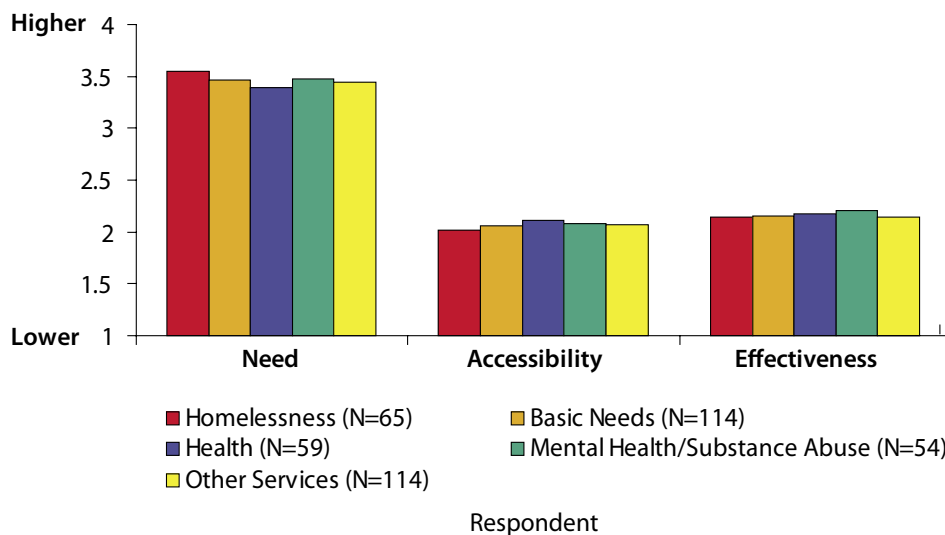


Figure 3. Need, Accessibility, & Effectiveness of Health Services by Provider

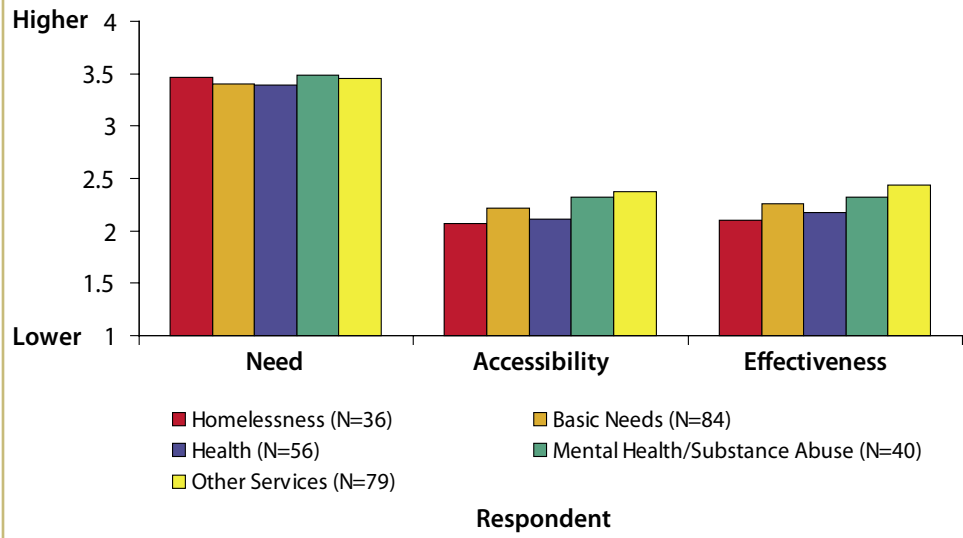


Figure 4. Need, Accessibility, & Effectiveness of Mental Health/Substance Abuse Services by Provider

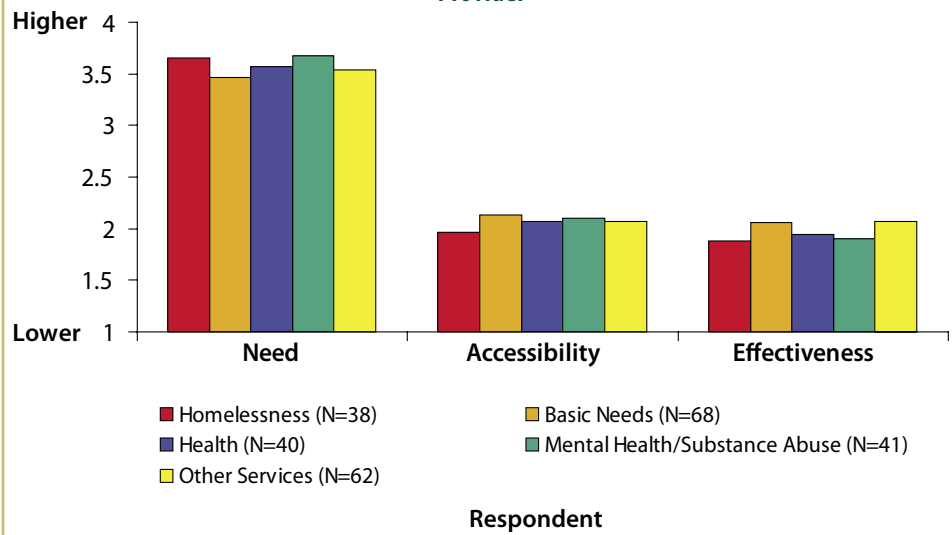


Figure 5. Need, Accessibility, & Effectiveness of Basic Need Services by Provider

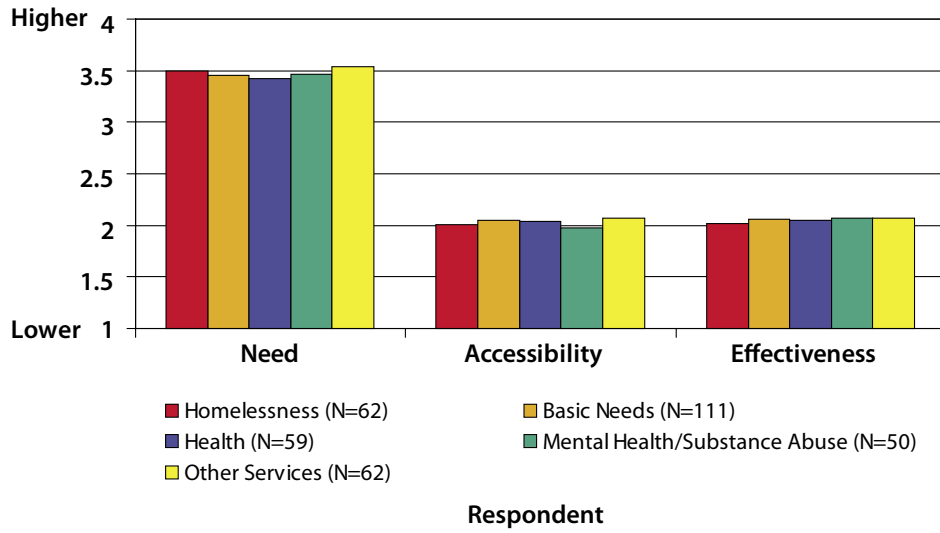
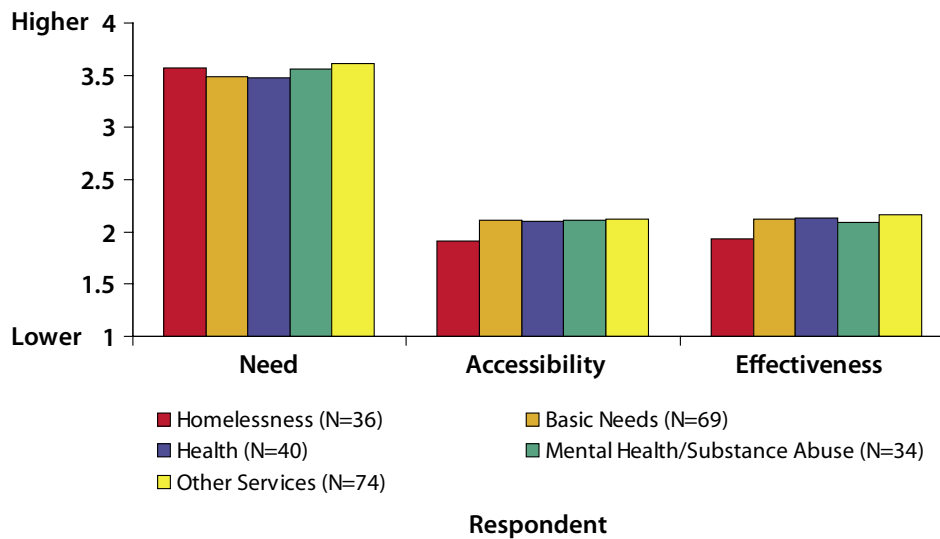


Figure 6. Need, Accessibility, & Effectiveness of Other Services by Provider



Providers' assessments regarding the needs, accessibility, and effectiveness of services within each human service domain were also analyzed by the location of their agency/organization. These analyses were conducted to determine if providers located within certain geographic areas of the county rated the needs for these services significantly higher relative to providers located in different areas of the county. The results of these analyses are presented graphically by each domain in Figures 7-11.

Some slight but non-significant variations were observed across the three regions of the county with respect to providers' assessment of the needs for, accessibility to, and effectiveness of services within these human services domains. In general, needs were assessed by providers throughout the county as high in each domain examined. In terms of service accessibility and effectiveness, overall provider assessments were in the "somewhat" range. Providers from the northern region of the county reported mental health/substance abuse and "other" services as somewhat less accessible and somewhat less effective compared to providers in other section of the county although these differences were not statistically significant.

Figure 7. Need, Accessibility, & Effectiveness of Homelessness Services by Region (Provider)

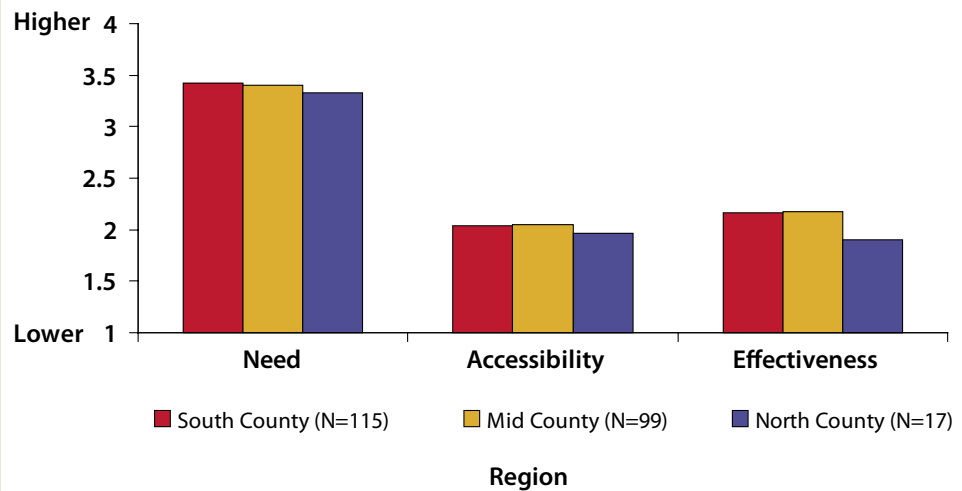


Figure 8. Need, Accessibility, & Effectiveness of Health Services by Region (Provider)

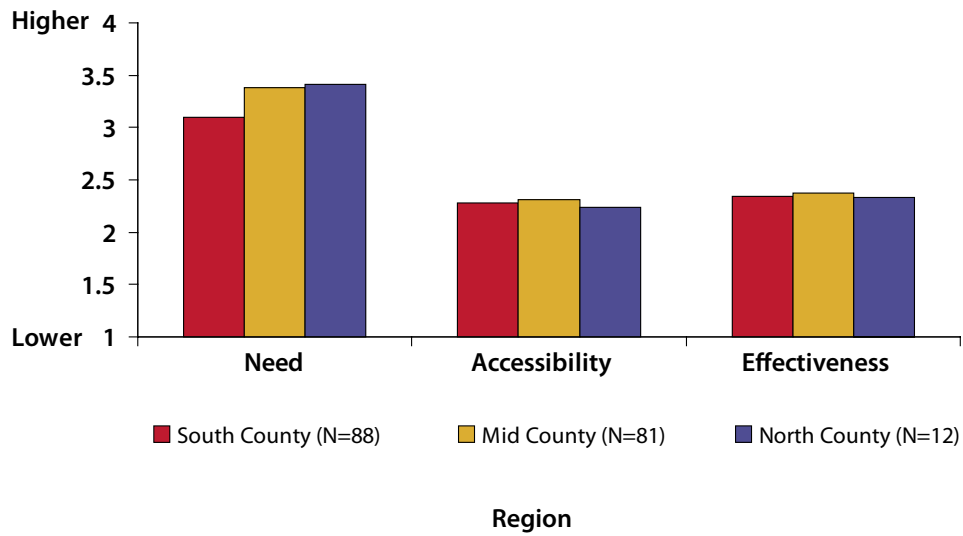


Figure 9. Need, Accessibility, Effectiveness of Mental Health Substance Abuse Services by Region (Provider)

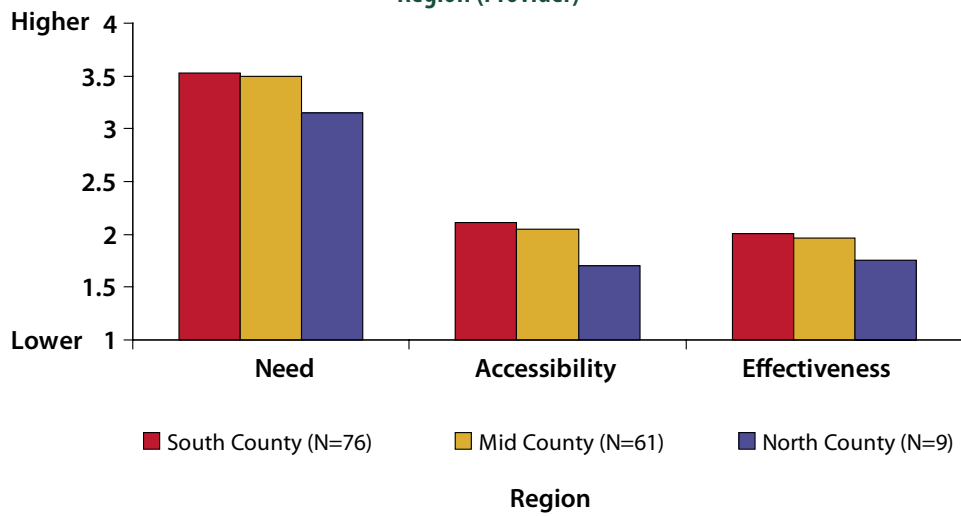


Figure 10. Need, Accessibility, Effectiveness of Basic Needs Services by Region (Provider)

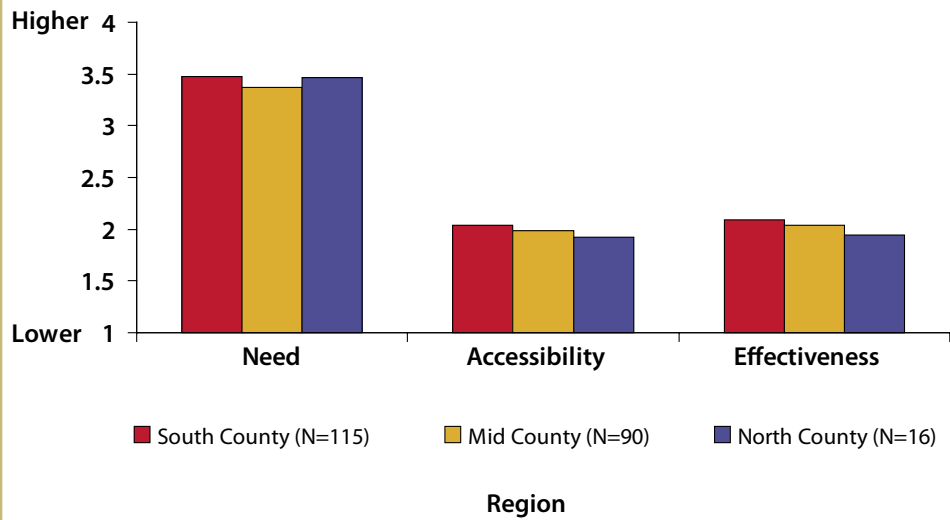
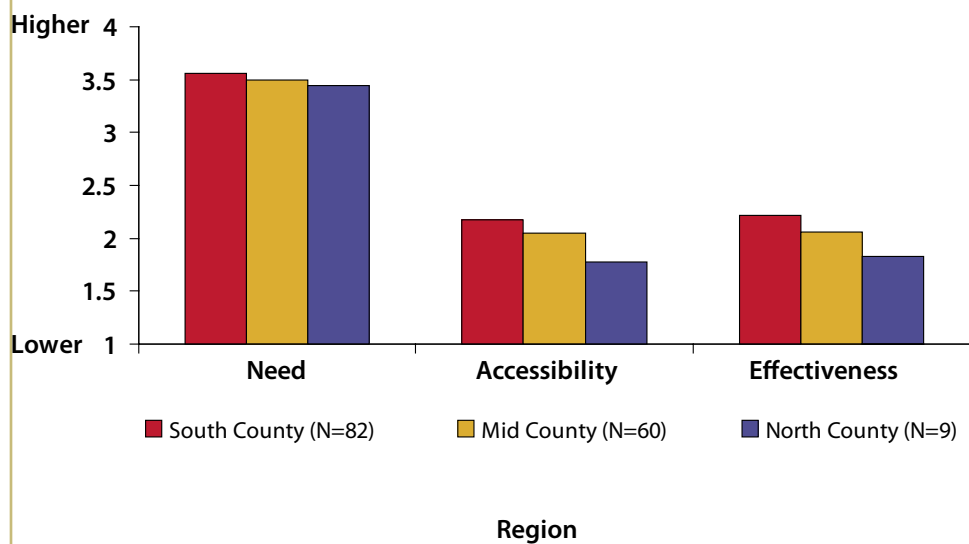


Figure 11. Need, Accessibility, Effectiveness of Other Services by Region (Provider)



Providers’ Top Five Service Needs.

Providers’ top five services needs were identified based on the average need rating. These are summarized in Table 4 along with the percentage of respondents who reported that service was a “Great” or “Moderate” need. As previously noted, providers responses to each question can be found in Appendix A.

Analysis of the providers’ responses indicated that several needs emerged across the human services domains examined. The need for enhanced coordination among service providers was found among the top five needs in three of the domains assessed (i.e., health care, mental health/substance abuse, basic needs). The top five providers’ needs also included transportation within three of the domains

(i.e., homelessness, health care, basic needs). Housing issues also emerged as a consistently reported need among providers emerging as one of the top five priorities within the homelessness, mental health/substance abuse, and basic needs domains. As is also noted in this table, many of the needs identified by providers were consistent with the need that emerged from citizen respondents. It is important to emphasize that while this table provides a summary of the top five needs, this should not be interpreted that there was not a need for the other services assessed. To the contrary, the differences in the average reported need among services that made the providers top five list and those services that did not were quite small.

Table 4. Providers' Top Five Needs by Domain

Domain/Need	Mean	% Great or Moderate Need
Homelessness		
Health care needs	3.67	95.4%
Prevention service	3.59	94.0%
Mental health/Substance abuse service *	3.56	95.7%
Safe havens *	3.54	91.3%
Transportation *	3.46	89.1%
Health Care		
Prescriptions *	3.72	95.4%
Primary care *	3.60	94.9%
Dental *	3.55	92.9%
Transportation	3.51	90.7%
Coordinated referral process	3.48	90.7%
Mental Health/Substance Abuse		
Coordinated care	3.61	94.4%
Housing	3.59	90.4%
Prescriptions *	3.58	91.5%
Out -patient counseling *	3.57	93.9%
Job/Vocational training *	3.50	91.9%
Basic Needs		
Help with housing *	3.62	93.1%
Coordination among providers	3.58	93.8%
Help with utilities *	3.55	93.2%
Help with transportation	3.52	90.3%
Help with rent/mortgage *	3.50	92.3%
Other Services		
Elder care *	3.69	98.0%
Child care *	3.63	95.1%
Respite care	3.59	94.2%
Delinquency prevention *	3.58	94.1%
Chore services	3.57	94.1%

* Also one of the citizens top five needs

Citizen Questionnaire

Respondent Characteristics.

A total of 390 community members responded to the citizen's version of the needs assessment questionnaire. As previously noted, citizen respondents were categorized into three groups: 1) solicited community members, 2) solicited service users, and 3) unsolicited community members. Solicited community members were respondents from the group of 300 individuals selected at random from county telephone directories. A total of 84 questionnaires were received from this subgroup representing an unadjusted response rate of 28.0% for this subgroup. When adjusted for incorrect addresses (n=38 or 12.7%), the response rate was 32.1%. Solicited service users were respondents from the group of 200 consumers obtained from selected service providers in the county. A total of 162 questionnaires were received from service users representing a response rate of 81.0%. In addition to respondents from the 500 citizens specifically targeted to participate in the needs assessment, other county residents had an opportunity to participate in the needs assessment process. Questionnaires were distributed at each of the four community forums, by service providers, and by the county. Additionally, citizens could participate by completing the on-line web-based version of the survey. Questionnaires were received from a 149 "unsolicited community members."

Table 5 presents a summary of the demographic characteristics of the citizen respondents. As is shown in this table, nearly 59% of the respondents were female and 41% male. Approximately a quarter of the respondents were under 35 years old, 51% were between 36 and 55 years old, while the remaining respondents were over 56 years old. With respect to race, the majority of the respondents were White (69%), 12% were Black/African American, while the remaining respondents were from other racial groups or indicated no primary racial affiliation. In terms of ethnicity, about 8% of the respondents reported they were Hispanic.

Table 5. Citizen Survey Respondent Characteristics

Characteristics	N	%
Respondent type:		
Solicited community member	84	21.8%
Solicited consumer	162	41.6%
Unsolicited (forums & online)	149	38.3%
Gender:		
Male	224	58.9%
Female	156	41.1%
Age:		
Under 25	18	4.7%
25 to 35	69	18.1%
36 to 45	97	25.5%
46 to 55	97	25.5%
56 to 65	51	13.4%
Over 65	49	12.9%
Race:		
Asian/Pacific Islander	5	1.3%
Black/African American	48	12.2%
Caucasian	272	68.9%
Native American	15	3.8%
Another race	21	5.3%
No primary affiliation	7	1.8%
Ethnicity:		
Hispanic (% Yes)	30	7.6%
Adults in household (including self):		
1	171	43.3%
2	160	40.5%
3	22	5.6%
4 or more	8	2.1%
Children in household:		
0	68	36.0%
1	59	31.2%
2	8	24.9%
3	47	4.2%
4 or more	7	3.7%
Has insurance (% Yes)		
	135	34.1%
Type of insurance:		
Through work	103	41.9%
Through spouse	37	15.0%
Medicaid	31	12.6%
Medicare	36	14.6%
Veterans Administration	10	4.1%
Other	29	11.8%

With respect to household composition, over 43% of the respondents were the only adult in the household, 40% lived with one other adult, while 8% lived with two or more adults. There were no children living in a third of the responding households, approximately a third of the respondents had one child at home, while the remaining third of the respondents lived with two or more children.

Over a third of the respondents reported having no health care insurance. Among those with insurance, 41.9% indicated having health insurance through work, 15.0% had their insurance through their spouse, 12.6% were enrolled in Medicaid, and 14.6% in Medicare, and 4.1% had insurance through the Veterans Administration. The remaining respondents reported insurance through “other” sources.

Citizens’ Service Use.

Citizen respondents were asked to report if they had used any of a variety of human services during the past year. These results are summarized in Table 6 in the aggregate and by the citizen respondent subgroup. Overall citizen’s reported service use ranged from none for respite care services to nearly 75% for prescription drug services.

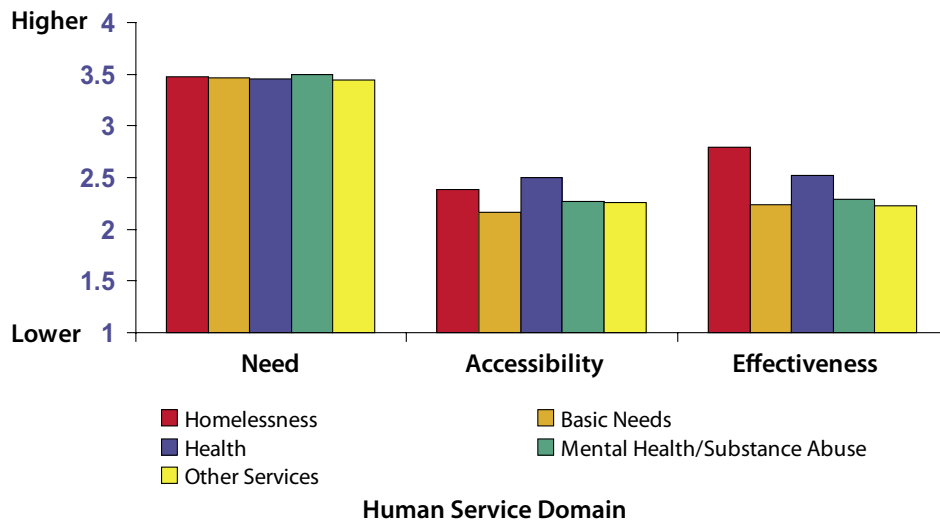
Not surprisingly, in many of the service categories (e.g., transportation, employment, shelter emergency), a higher proportion of citizens who were surveyed from among service users reported using various services. This was not true for all service categories, however, as this subgroup of respondents was less likely to have used private physicians, dental, and vision services compared to respondents from the general population of community members whose responses were not specifically solicited.

Service Need, Accessibility, and Effectiveness. Citizens were asked to assess the need, accessibility, and effectiveness of various services within each domain using a four-point Likert-type scale. A summary of their responses to each question can be found in Appendix E. Aggregate responses by domain are presented graphically in Figure 12.

Table 6. Service Use by Type of Citizen Respondent

Service	Solicited Citizen (N=82)	Solicited Consumer (N=161)	Unsolicited Citizen (N=134)	Total (N=377)
Prescription drug	82.5	73.1	72.6	74.9%
Private physician	86.6%	50.6%	79.4%	68.9
Emergency room	45.0	68.4	61.8	61.0
Dental	76.5	51.6	59.3	59.8
Vision	74.1	44.6	52.6	53.9
Food or clothing assistance	3.9	63.4	23.2	38.5
Walk -in clinic	34.6	47.2	36.6	38.2
Transportation	16.9	47.8	26.5	33.7
Mental health	10.5	47.8	30.4	33.3
Housing or shelter assistance	3.9	50.9	19.8	30.0
Employment -related	15.6	34.2	23.5	26.4
Rent or utility assistance	4.0	37.1	20.5	24.3
Substance abuse	3.9	33.5	14.3	20.4
Respite care	0	0	0	0

Figure 12. Need, Accessibility, Effectiveness Across Human Service Domains (Citizens)



The responses from the citizen questionnaire were similar to those of providers. As Figure 12 shows, citizens reported consistently high levels of need within each human service domain. Ratings of accessibility were in the “somewhat accessible” range with the exception of the health domain which was rated as slightly more accessible compared to the other domains. Citizens also rated the overall effectiveness of available services in the “somewhat effectiveness” range with the exception of the homelessness and health domains which were rated as slightly, albeit not significantly, more effective compared to the other domains.

Citizens’ assessment of service need, accessibility, and effectiveness were also analyzed by geographic location to determine if differences existed in their assessments by region of the county. Overall, few differences were found among the responses of citizens residing in different areas of the county with respect to their assessments of need, accessibility, and effectiveness of services within the various human services domains. Some slight but non-significant differences were noted in the homelessness domain, with respondents from north county reporting slightly higher needs and poorer accessibility and effectiveness of these services.

Citizens’ Top Five Service Needs.

Citizens’ top five services needs were identified within each domain based on the ranking of the average rating of each service. These results are summarized in Table 7 along with the percentage of respondents who reported that service was a “Great” or “Moderate” need. Citizen’s responses to each question can be found in Appendix B.

Analysis of the citizens’ responses identified several needs emerged across the various domains. Citizens’ assessed the need for job/vocational training as among the top five needs in three of the domains (i.e., homelessness, mental health/substance abuse, basic needs). Citizens’ top five needs also included transportation within three of the domains (i.e., homelessness, basic needs, other services). The need for housing also was a consistent need among the citizens surveyed, emerging as one of the top five priorities within the homelessness, mental health/substance abuse, and basic needs domains. As is also noted in this table, many of the needs identified by citizens were consistent with the needs that emerged from providers. As was previously noted, it is important to emphasize that while this table provides a summary of the top five needs, this should not be interpreted that there was not a need for the other services assessed. To the contrary, the differences in the average reported need among services making the citizens top five list and those that did not were quite small.

Table 7. Citizens' Top Five Needs by Domain

Domain/Need	Mean	% Great or Moderate Need
Homelessness		
Affordable housing	3.65	93.5%
Job/vocational training	3.56	92.4%
Emergency housing *	3.54	92.9%
Mental health/Substance abuse *	3.52	90.9%
Transportation *	3.46	87.8%
Health Care		
Prescriptions *	3.65	95.4%
Primary care *	3.63	94.8%
Dental *	3.56	90.8%
Specialty care	3.47	88.8%
Vision	3.46	88.7%
Mental Health/Substance Abuse		
Job/vocational training *	3.59	94.8%
Housing	3.55	90.3%
Prescriptions *	3.52	90.9%
Out-patient counseling *	3.51	91.3%
Substance abuse detoxification	3.51	90.0%
Basic Needs		
Help with housing *	3.68	93.5%
Job/vocational training	3.53	92.9%
Help with rent/mortgage *	3.51	89.8%
Help with utilities *	3.50	88.7%
Help with transportation	3.47	87.8%
Other Services		
Elder care *	3.62	93.2%
Child care *	3.53	89.8%
School drop-out prevention	3.53	90.6%
Transportation	3.52	92.4%
Delinquency prevention *	3.49	90.0%

*Also one of the providers top five needs

SUMMARY

Citizens' and provider's perceptions regarding the need, accessibility, and effectiveness of services across the four human service domains examined through this needs assessment suggest a rather high rate of need across each domain with relatively low levels of both accessibility and effectiveness. Within each human service domain, citizens and providers identified the need for many of the same services within their top five needs which included housing and transportation. Additionally, providers consistently reported a need for improved service coordination across domains while citizens perceived a need for job/vocational training. Providers also reported current funding levels within the four service domains were less than "somewhat adequate" and that current functioning and the level of provider cooperation were in the "somewhat adequate" range.

REFERENCES

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Appendix A

Response to Provider Survey



Pinellas County Needs Assessment: Provider Survey

The University of South Florida needs your help. We are conducting a needs assessment on behalf of the Pinellas County Human Services Project. This assessment is designed to obtain needs information in four human service areas: homelessness, health services, mental health/substance abuse services, and basic services (e.g., food and shelter). This project can only succeed with your help and cooperation. We would like your opinions regarding the availability of certain services in Pinellas County and the extent to which you think there is a need for these services.

Participation in completing this survey is completely voluntary and all of your answers are strictly confidential. No one other than the project staff at the University of South Florida will have access to individual responses and they will not be shared with anyone. Your answers will be added to those of other providers so your agency cannot be identified.

Since you are a provider in Pinellas County, you are part of a select group of providers chosen to receive this survey. It is important for us to know what you think. The survey is about service needs, availability, and effectiveness in Pinellas County. It should take about 20-25 minutes to complete.

If you have any questions about this survey or would like to complete it by telephone, you can call us toll-free at 1-888-263-6899. Someone will be there to talk with you Monday through Friday from 8:30 am to 8:30 pm. Please return the completed survey in the stamped pre-addressed return envelope that has been provided.

I would like to thank you for your help with this important project. This is your opportunity to comment on service availability in Pinellas County and will help identify gaps in existing service capacity.

Survey Number: _____

The following questions relate to services for homeless individuals in Pinellas County. For each service please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B; 3) how effective you think these services are in meeting the needs of the County's homeless individuals by circling a response in column C. If you do not feel you have enough information to provide an opinion please circle DK in the last column to indicate "Don't Know."

Provider Questions related to Homelessness	A				B				C				
	What is the need for this service in Pinellas County?				How accessible is this service in Pinellas County?				How effective is this service in Pinellas County?				
	Limited Need	Slight Need	Moderate Need	Great Need	Not Very	Somewhat	Moderately	Very	Not Very	Somewhat	Moderately	Very	Don't Know
1. Temporary/emergency shelters for:													
a) Single men	2	7	42	46	20	48	29	3	22	44	28	6	28
b) Single women	2	9	41	47	22	51	24	3	22	46	28	5	26
c) Families	2	5	34	58	28	46	24	2	28	39	28	4	26
2. Transitional housing	3	7	35	55	34	46	19	1	24	46	26	5	27
3. Permanent affordable housing	0	4	24	71	44	38	16	3	38	40	16	5	27
4. Permanent supportive housing	1	8	37	54	37	44	17	2	29	48	18	6	32
5. Domestic violence shelters	4	11	42	44	11	33	39	17	8	26	44	22	26
6. Runaway shelters for teens	3	12	45	39	24	44	26	6	24	36	31	9	37
7. Prevention of homelessness	2	4	27	67	50	32	16	3	46	35	15	4	30
8. Outreach/intake	3	8	38	51	28	42	27	3	23	44	26	7	36
9. Drop-in centers (e.g., showers, mail, clothing etc.)	4	9	39	49	38	36	23	2	32	38	25	5	35
10. Emergency food services/soup kitchens	5	10	42	42	7	37	44	12	6	33	46	16	21
11. Supportive services (e.g., case management, advocacy)	3	8	37	52	24	39	31	6	23	40	30	6	27
12. Job/vocational training	2	7	36	56	25	39	32	4	22	40	31	8	27
13. Transportation	3	8	30	59	34	40	19	7	33	42	18	7	23
14. Mental health/substance abuse services	1	3	34	62	23	45	28	4	22	43	28	7	23
15. Health care	1	4	22	73	29	39	28	4	25	42	26	7	22
16. Safe haven for persons with mental illness	1	8	27	64	48	37	12	2	40	40	16	4	28
17. Other (please specify)													
18. Other (please specify)													

The following questions relate to health services in Pinellas County. For each service please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B; 3) how effective you think these services are in meeting the health needs of the Pinellas County residents by circling a response in column C. If you do not feel you have enough information to provide an opinion please circle DK in the last column to indicate "Don't Know."

Provider Questions related to Health Services	A					B				C				
	<i>What is the need for this service in Pinellas County?</i>					<i>How accessible is this service in Pinellas County?</i>				<i>How effective is this service in Pinellas County?</i>				
	Limited Need	Slight Need	Moderate Need	Great Need		Not Very	Somewhat	Moderately	Very	Not Very	Somewhat	Moderately	Very	Don't Know
19. Primary/preventive medical care	2	3	28	67		26	40	29	5	21	39	33	7	20
20. Specialty care	2	7	37	54		32	38	26	3	26	40	29	4	30
21. Prescriptions	2	3	18	78		37	38	16	9	34	37	19	10	23
22. Home health care	3	7	37	53		21	36	37	7	14	38	38	10	28
23. Out-patient hospital care (e.g., medical/surgical, emergency care)	6	10	42	42		12	33	37	19	12	32	38	18	29
24. In-patient hospital care	10	11	42	37		8	24	44	24	8	22	44	26	30
25. Physical occupational therapy	7	19	44	30		11	33	42	14	12	28	44	16	40
26. Hospice	9	12	30	49		3	13	35	49	3	12	28	57	24
27. Dental	2	5	28	65		39	35	19	7	34	35	24	7	25
28. Vision (e.g., eye exams/corrective lenses)	1	8	36	55		30	34	27	9	30	29	32	9	27
29. Transportation for medical care	1	8	29	61		27	40	28	5	25	42	27	5	22
30. Health services for non-English speaking persons	3	10	36	51		28	47	21	4	26	50	18	6	37
31. Coordinated referral process	3	6	30	60		31	39	27	2	30	42	25	3	35
32. Case management services	3	11	40	46		22	46	27	4	26	46	26	2	35
33. Infectious disease care (e.g., HIV/AIDS, Hepatitis)	2	12	44	42		14	41	37	7	13	39	39	10	40
34. Other (please specify)														
35. Other (please specify)														

The following questions concern services to meet the behavioral health needs of Pinellas County residents. For each service please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B; 3) how effective you think these services are in meeting the basic needs of Pinellas County residents by circling a response in column C. If you do not feel you have enough information to provide an opinion please circle DK in the last column to indicate “Don’t Know.”

Provider Questions related to Mental Health/Substance Abuse Services	A					B				C				
	What is the need for this service in Pinellas County?					How accessible is this service in Pinellas County?				How effective is this service in Pinellas County?				
	Limited Need	Slight Need	Moderate Need	Great Need		Not Very	Somewhat	Moderately	Very	Not Very	Somewhat	Moderately	Very	Don't Know
36. Out-patient mental health counseling	2	4	29	64		22	47	30	2	18	45	34	3	26
37. In-patient mental health treatment	2	9	38	51		21	49	30	1	22	42	33	3	33
38. Mental health crisis centers	3	8	26	63		26	42	30	1	32	37	27	4	31
39. Prescriptions for mental health	3	6	22	70		32	46	20	2	34	39	22	5	35
40. Substance abuse detoxification centers	3	5	33	59		32	39	26	3	29	38	29	4	32
41. Substance abuse day treatment centers	3	6	35	56		36	35	27	2	33	35	29	3	37
42. Sobriety maintenance programs	3	8	32	58		23	32	33	11	23	31	35	10	35
43. Substance abuse residential treatment centers	3	8	32	58		35	40	24	1	29	40	24	7	33
44. Housing for persons with mental illness and substance abuse clients	2	7	20	71		51	39	10	1	40	41	15	5	32
45. Case management services	2	7	34	56		30	43	24	3	31	42	24	3	37
46. Job/vocational training	2	6	32	60		23	47	25	4	25	46	24	5	34
47. Coordination between providers of mental health and substance abuse services	2	4	26	68		39	33	26	2	39	33	23	5	40
48. Other (please specify)														
49. Other (please specify)														

The following questions concern services to meet the basic needs of Pinellas County residents. For each service, please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B; 3) how effective you think these services are in meeting the basic needs of Pinellas County residents by circling a response in column C. If you do not feel you have enough information to provide an opinion please circle DK in the last column to indicate “Don’t Know.”

Provider Questions related to Basic Need Services	A				B				C				
	What is the need for this service in Pinellas County?				How accessible is this service in Pinellas County?				How effective is this service in Pinellas County?				
	Limited Need	Slight Need	Moderate Need	Great Need	Not Very	Somewhat	Moderately	Very	Not Very	Somewhat	Moderately	Very	Don't Know
50. Help with rent/mortgage	1	7	33	59	40	47	13	0	39	42	14	4	19
51. Help with utilities	1	6	31	62	32	54	12	2	33	47	14	5	19
52. Help with food	4	7	37	52	11	36	43	10	12	35	39	14	15
53. Help with clothing	5	17	44	34	12	34	40	14	11	32	45	12	18
54. Help with transportation	0	9	28	62	29	53	15	3	31	44	21	4	18
55. Help with affordable housing	1	6	23	70	38	47	14	2	38	45	13	4	20
56. Job/vocational training	2	7	36	55	24	43	28	6	23	43	27	7	26
57. Travelers Aid to return to home community	10	21	37	33	45	38	14	3	41	42	14	4	44
58. Coordination among providers of basic needs services	1	5	28	65	30	46	21	2	33	42	21	4	26
59. Other (please specify)													
60. Other (please specify)													

The following questions concern other services to meet the needs of Pinellas County residents. For each service, please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B; 3) how effective you think these services are in meeting the basic needs of Pinellas County residents by circling a response in column C. If you do not feel you have enough information to provide an opinion please circle DK in the last column to indicate “Don’t Know.”

Provider Questions related to Other Services	A				B				C				
	What is the need for this service in Pinellas County?				How accessible is this service in Pinellas County?				How effective is this service in Pinellas County?				
	Limited Need	Slight Need	Moderate Need	Great Need	Not Very	Somewhat	Moderately	Very	Not Very	Somewhat	Moderately	Very	Don't Know
61. Housing for disabled persons	1	10	39	49	23	48	28	2	22	44	28	6	33
62. Transportation	1	6	29	64	27	41	30	2	25	39	30	5	22
63. Child care	1	4	26	69	24	37	33	5	20	39	32	8	25
64. Elder care	0	2	27	71	22	38	36	4	16	43	35	7	23
65. Services for non-citizens/illegal aliens	6	12	32	50	34	47	14	5	37	44	14	6	45
66. School drop-out prevention programs	2	6	29	62	24	38	32	6	27	40	29	4	35
67. Delinquency prevention programs	2	4	29	65	23	40	34	4	28	42	26	4	37
68. Home-based services/respite care/personal care	1	5	28	66	26	42	27	5	22	40	28	10	30
69. Chore services for seniors	1	5	31	63	27	44	26	4	19	47	26	8	35
70. Other (please specify)													
71. Other (please specify)													

The following questions relate to the adequacy of funding, system functioning, and interagency cooperation associated with the provision of homelessness, health, mental health/substance abuse, and basic needs services in Pinellas County.

<i>Adequacy of current funding</i>	Not at all Adequate	Somewhat Adequate	Moderately Adequate	Very Adequate
72. Homeless services	41	47	11	1
73. Health services	38	41	20	1
74. Mental health/substance abuse services	44	39	15	2
75. Basic needs services	38	44	17	1
<i>Adequacy of system functioning</i>				
76. Homeless services	29	50	19	2
77. Health services	26	46	26	2
78. Mental health/substance abuse services	31	46	21	2
79. Basic needs services	26	51	19	4
<i>Adequacy of interagency cooperation</i>				
80. Homeless services	29	41	26	4
81. Health services	24	46	26	4
82. Mental health/substance abuse services	28	46	23	3
83. Basic needs services	29	44	24	3

84. How many individuals per month in Pinellas County would you estimate are in need of: (If you do not have sufficient information to estimate please indicate "unknown")

Mean

- a. Homelessness services _2,210___ people
- b. Health-related services _5,274___ people
- c. Mental health/substance abuse services _4,652___ people
- d. Services related to basic needs _6,116___ people

85. Which of the following services does your agency provide? (Check all that apply)

- a. _____ Homelessness services
- b. _____ Health-related services
- c. _____ Mental health/substance abuse services
- d. _____ Services related to basic needs
- e. _____ Other (please specify) _____

86. Please indicate how many unduplicated units of service does your agency provides each month?

- a. _____ Homelessness services
- b. _____ Health-related services
- c. _____ Mental health/substance abuse services
- d. _____ Services related to basic needs
- e. _____ Other services (please specify) _____

87. What is the zip code where your agency is located? ____ ____ ____ ____ ____

88. What do you perceive are the primary barriers associated with the provision of human services in Pinellas County?

89. What recommendations that do not require additional funding would you offer to improve the provision of human services in Pinellas County?

90. Other comments:

Thank you for taking the time to respond to this survey.

Appendix B
Response to Citizen Survey



Pinellas County Needs Assessment: Citizen Survey

The University of South Florida needs your help. We are conducting a needs assessment on behalf of the Pinellas County Human Services Project. This assessment is designed to obtain needs information in four human service areas: homelessness, health services, mental health/substance abuse services, and basic services (e.g., food and shelter). This project can only succeed with your help and cooperation. We would like your opinions regarding the availability of certain services in Pinellas County and the extent to which you think there is a need for these services.

Participation in completing this survey is completely voluntary and all of your answers are strictly confidential. No one other than the project staff at the University of South Florida will have access to individual responses and they will not be shared with anyone. Your answers will be added to those of other County residents so you cannot be identified.

Since you are a resident of Pinellas County, you are part of a select group of individuals chosen to receive this survey. It is important for us to know what you think. The survey is about service needs, availability, and effectiveness in Pinellas County. It should take about 15-20 minutes to complete and you will be paid \$8.00 for returning a completed survey.

If you have any questions about this survey or would like to complete it by telephone, you can call us toll-free at 1-888-263-6899. Someone will be there to talk with you Monday through Friday from 8:30 am to 8:30 pm. A web-based version of the survey is also available at www.pinellascounty.org/HumanServicesSurvey/ Please return the completed survey in the stamped pre-addressed return envelope that has been provided.

I would like to thank you for your help with this important project. This is your opportunity to comment on service availability in Pinellas County and will help identify gaps in existing service capacity.

Survey Number: ____ ____ ____ ____

The following questions relate to services for homeless individuals in Pinellas County. For each service please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B; 3) how effective you think these services are in meeting the needs of the County's homeless individuals by circling a response in column C. If you do not feel have enough information to provide an opinion please circle DK in the last column to indicate "Don't Know."

Citizen Questions related to Homelessness	A				B				C				
	What is the need for this service in Pinellas County?				How accessible is this service in Pinellas County?				How effective is this service in Pinellas County?				
	Limited Need	Slight Need	Moderate Need	Great Need	Not Very	Somewhat	Moderately	Very	Not Very	Somewhat	Moderately	Very	Don't Know
1. Emergency/transitional shelters	3	4	29	64	18	43	29	10	17	35	33	15	10
2. Affordable housing	2	4	20	74	33	37	22	8	28	37	24	12	10
3. Domestic violence services	4	10	34	52	11	38	35	16	11	34	37	18	18
4. Runaway shelters for teens	4	12	36	49	24	31	34	11	18	33	34	15	24
5. Emergency food services/soup kitchens	3	9	34	54	8	35	36	21	9	30	38	24	12
6. Job training	3	5	26	66	21	39	28	11	28	30	27	15	14
7. Transportation	4	8	25	63	28	30	27	15	18	36	29	17	11
8. Mental health/substance abuse services	4	6	26	64	16	35	33	16	46	34	0	20	13
9. Other (please specify)													
10. Other (please specify)													

The following questions relate to health services in Pinellas County. For each service please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B; 3) how effective you think these services are in meeting the health needs of the Pinellas County residents by circling a response in column C. If you do not feel you have enough information to provide an opinion please circle DK in the last column to indicate “Don’t Know.”

Citizen Questions related to Health Services	A				B				C				
	<i>What is the need for this service in Pinellas County?</i>				<i>How accessible is this service in Pinellas County?</i>				<i>How effective is this service in Pinellas County?</i>				
	Limited Need	Slight Need	Moderate Need	Great Need	Not Very	Somewhat	Moderately	Very	Not Very	Some what	Moderately	Very	Don't Know
11. Primary/preventive medical care	3	3	22	72	18	30	35	17	18	27	36	19	9
12. Specialty care	5	7	26	63	25	34	24	17	22	31	30	17	16
13. Prescriptions	4	3	17	76	22	29	26	23	22	27	28	23	9
14. Emergency care	4	8	31	57	11	21	38	30	12	23	36	29	11
15. In-patient hospital care	4	11	31	53	13	25	38	25	16	23	37	24	13
16. Dental	5	4	20	71	38	25	21	16	35	24	25	16	10
17. Vision (e.g., eye exams/corrective lenses)	5	6	26	62	31	26	26	17	27	27	28	17	12
18. Infectious disease care (e.g., HIV/AIDS, Hepatitis)	6	8	26	60	15	33	34	18	18	31	33	18	21
19. Other (please specify)													
20. Other (please specify)													

The following questions concern services to meet the behavioral health needs Pinellas County residents. For each service please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B; 3) how effective you think these services are in meeting the basic needs of Pinellas County residents by circling a response in column C. If you do not feel you have enough information to provide an opinion please circle DK in the last column to indicate “Don’t Know.”

Citizen Questions related to Mental Health/Substance Abuse Services	A				B				C				
	What is the need for this service in Pinellas County?				How accessible is this service in Pinellas County?				How effective is this service in Pinellas County?				
	Limited Need	Slight Need	Moderate Need	Great Need	Not Very	Somewhat	Moderately	Very	Not Very	Somewhat	Moderately	Very	Don't Know
21. Out-patient mental health Counseling	3	6	29	63	17	40	29	13	22	42	24	12	15
22. In-patient mental health Treatment	4	9	31	56	21	42	26	11	24	38	27	11	20
23. Mental health crisis centers	5	5	28	62	23	38	27	12	26	35	26	13	19
24. Prescriptions for mental health	4	5	26	65	26	34	29	12	28	29	29	14	18
25. Substance abuse detoxification Centers	5	5	23	67	22	37	29	12	24	36	24	15	19
26. Substance abuse day treatment Centers	5	7	24	64	27	38	24	11	26	35	26	13	22
27. Sobriety maintenance programs	4	6	28	61	19	37	29	15	22	32	28	18	20
28. Housing for persons with mental illness and substance abuse clients	4	5	21	69	35	34	19	12	35	28	25	13	19
29. Substance abuse residential treatment centers	6	4	28	62	29	38	22	11	30	31	26	13	21
30. Case management services	3	9	27	61	22	38	29	11	22	38	26	14	19
31. Job/vocational training	3	2	27	68	21	37	30	12	22	34	29	15	15
32. Other (please specify)													
33. Other (please specify)													

The following questions concern services to meet the basic needs of Pinellas County residents. For each service, please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B, 3) how effective you think these services are in meeting the basic needs of Pinellas County residents by circling a response in column C. If you do not feel you have enough information to provide an opinion please circle DK in the last column to indicate “Don’t Know.”

Citizen Questions related to Basic Need Services	A				B				C				
	What is the need for this service in Pinellas County?				How accessible is this service in Pinellas County?				How effective is this service in Pinellas County?				
	Limited Need	Slight Need	Moderate Need	Great Need	Not Very	Somewhat	Moderately	Very	Not Very	Somewhat	Moderately	Very	Don't Know
34. Help with rent/mortgage	4	6	25	65	38	36	18	9	32	39	18	11	10
35. Help with utilities	3	8	24	64	31	41	17	11	28	37	21	14	11
36. Help with food	3	7	33	58	15	30	36	18	18	27	33	21	9
37. Help with clothing	4	10	40	46	20	32	34	14	20	33	31	16	11
38. Help with transportation	4	9	25	63	31	39	19	11	32	36	20	12	10
39. Help with affordable housing	2	5	18	76	36	37	17	10	26	36	24	14	11
40. Job/vocational training	2	5	31	62	26	45	20	9	37	36	16	11	13
41. Travelers Aid to return to home community	8	17	31	45	41	36	16	8	62	24	0	15	27
42. Other (please specify)													
43. Other (please specify)													

The following questions concern other services to meet the needs of Pinellas County residents. For each service, please provide your honest opinion regarding: 1) the need for these services by circling a response in column A; 2) the accessibility of these services by circling a response in column B; 3) how effective you think these services are in meeting the basic needs of Pinellas County residents by circling a response in column C. If you do not feel you have enough information to provide an opinion please circle DK in the last column to indicate "Don't Know."

Citizen Questions related to Other Services	A					B				C				
	What is the need for this service in Pinellas County?					How accessible is this service in Pinellas County?				How effective is this service in Pinellas County?				
	Limited Need	Slight Need	Moderate Need	Great Need		Not Very	Somewhat	Moderately	Very	Not Very	Somewhat	Moderately	Very	Don't Know
44. Housing for disabled persons	3	9	31	57		23	39	27	11	25	25	28	12	20
45. Transportation	2	5	31	62		24	35	29	12	27	33	27	13	14
46. Child care	4	6	23	67		22	39	30	9	27	33	27	13	20
47. Elder care	3	4	22	72		30	40	21	9	23	36	28	12	22
48. Services for non-citizens/illegal aliens	17	18	24	41		19	39	29	13	26	44	19	10	30
49. School drop-out prevention programs	4	6	24	66		20	42	28	9	26	37	24	13	26
50. Delinquency prevention programs	3	7	28	62		17	42	32	9	26	39	25	9	26
51. Home-based services/respite care/personal care	4	7	32	57		20	42	26	12	21	37	32	10	25
52. Chore services for seniors	4	5	34	56		28	21	34	17	23	37	28	12	25
53. Other (please specify)														
54. Other (please specify)														

The following questions involve services that you or your family might have used in the past year. Please circle the number to the right of each service to indicate whether you or your family used this service.

55. Have you or your family used any of the following services in the <i>past year</i> ?	No	Yes
a. Private physician services	31	69
b. Walk-in clinic services	59	41
c. Emergency room services	39	61
d. Mental health services	66	34
e. Substance abuse services	80	20
f. Dental services	40	60
g. Vision services	46	54
h. Prescription drug services	25	75
i. Transportation services	66	34
j. Employment-related services	74	26
k. Housing or shelter assistance services	70	30
l. Food or clothing assistance services	62	38
m. Rent or utility assistance services	76	24
n. Respite care services	100	0

56. In the past year, were there any services you or your family needed but were not able to obtain?

33% No

67% Yes

56a. If yes, please indicate what these services were and why you could not obtain them.

57. If you or your family needed assistance with health, mental health or substance abuse, housing, or basic needs, do you know where to go for

help?

___ No

___ Yes

58. How would you rate your familiarity with the services available in Pinellas County related to	Not at all familiar	Somewhat Familiar	Moderately familiar	Very familiar
a. Homelessness services	25	34	19	21
b. Health-related services	17	28	27	27
c. Mental health/substance abuse services	28	27	22	23
d. Basic need services (e.g., shelter, food, clothing assistance)	22	29	22	26

Mean

65. Number of individuals living in your household (including yourself): 1.63 adults
1.10 children (under 18 years old)

66. Which of the following best describe your current work or school situation? (Please only check one)

- 38% Employed full time
- 8% Employed part time
- 26% Unemployed
- 0% Armed forces
- 2% Homemaker
- 4% Student
- 12% Retired
- 9% Other (please specify) _____

67. Which of the following best describes your family's annual income:

- 51% under \$20,000
- 12% \$20,000 to \$35,000
- 13% \$35,001 to \$50,000
- 4% \$50,001 to \$65,000
- 8% \$65,001 to \$80,000
- 4% \$80,001 to \$95,000
- 7% Over \$95,000

68. What is the zip code where you live? ____ _

69. In the space below please provide us with any comments you have on the availability and effectiveness of homelessness services, health services, mental health/substance abuse services, or basic services (e.g., food and shelter) in Pinellas County.

Thank you for taking the time to respond to this survey.

Provider and Citizen Survey Letters and Postcard Text

Initial Postcard text (Citizen)

Pinellas County Government is engaged in a study to determine how to improve human services in the county. As a part of this project, the University of South Florida is conducting a needs assessment of for the County. The assessment is designed to obtain information from Pinellas County residents in four service domains: homelessness, health services, mental health/substance abuse services, and basic services (e.g. food, shelter).

Within a few days you will receive a survey seeking your input regarding the availability of certain human services in the County and the extent to which you think there is a need for these services.

We would greatly appreciate it if you would take a few minutes to complete and return this important survey. If you do, we will pay you \$8.00. If you have any questions about this survey or would like to complete it by telephone, you can call us toll-free at 1-888-263-6899. Thank you in advance for your help.

Follow-up Postcard text (Citizen)

We are writing to see if you received and completed the Pinellas County Needs Assessment survey that was sent to you approximately one week ago. If you have already completed and returned the survey, we thank you. If you have not yet had an opportunity to complete it we hope that you will take a few minutes to complete and return the survey. If you do, we will pay you \$8.00.

This project can only succeed with your help and cooperation. The survey is designed to obtain your input regarding the availability of certain services in the County and the extent to which you think there is a need for these services. If you have any questions about this survey or would like to complete it by telephone, you can call us toll-free at 1-888-263-6899. Again, thank you in advance for your help.

August 12, 2004

Dear County Resident:

Pinellas County Government is engaged in a study to determine if a human services planning council would be of benefit to the county as a whole. A number of communities in the nation use some form of human services planning councils to promote community wide need assessment and priority setting for human services as well as fostering coordinated service delivery approaches.

As a part of this project, the University of South Florida (USF) is conducting a needs assessment on behalf of Pinellas County. The assessment is designed to obtain information in four service domains (homelessness, health services, mental health/substance abuse services, and basic services (e.g. food, shelter, etc.) across the primary geographic areas -north, south, and mid county.

You have been chosen from a select group of county residents to participate in this survey. As a community member, we value your opinions regarding service needs, the availability and extent of need for these services in Pinellas County.

Participation is completely voluntary and your responses are strictly confidential. If you decide to participate you will be paid \$8.00 for your time. This is your opportunity to comment on the service delivery system in Pinellas County and help identify gaps in existing service capacity. We hope that you will agree to join us in planning for the future. If you have any questions about this survey or would like to complete it by telephone, you can call USF toll-free at 1-888-263-6899. Someone will be available to talk with you Monday through Friday.

We appreciate your participation in this phase of the project. Thank you in advance for your help.

Cordially,

August 12, 2004

Dear Executive Director/Chief Administrator:

Pinellas County Government is engaged in a study to determine if a human services planning council would be of benefit to the county as a whole. A number of communities in the nation use some form of human services planning councils to promote community wide need assessment and priority setting for human services as well as fostering coordinated service delivery approaches.

As a part of this project, the University of South Florida (USF) is conducting a needs assessment on behalf of Pinellas County. The assessment is designed to obtain information in four service domains (homelessness, health services, mental health/substance abuse services, and basic services (e.g. food, shelter, etc.) across the primary geographic areas -north, south, and mid county.

You have been chosen from a select group of providers to participate in this survey. As a community leader, we value your opinions regarding service needs, the availability and extent of need for these services in Pinellas County, and the effectiveness and funding of the service delivery system.

Participation is completely voluntary and your responses are strictly confidential. This is your opportunity to comment on the service delivery system in Pinellas County and help identify gaps in existing service capacity. We hope that you will agree to join us in planning for the future. If you have any questions about this survey or would like to complete it by telephone, you can call USF toll-free at 1-888-263-6899. Someone will be available to talk with you Monday through Friday.

We appreciate your participation in this phase of the project and we will keep you informed as the status of the project in the future. Thank you for your help.

Cordially,



Louis de la Parte Florida Mental Health Institute
University of South Florida
13301 Bruce B. Downs Blvd.
Tampa, Florida 33612