

OVERVIEW OF AGENCIES AND PROGRAMS

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PROGRAM INFORMATION

As part of the needs assessment, information from existing provider agencies were obtained through a web-based survey and then compiled into a program directory database. The result was an updated summary of available services. Chapters 9 and 10 present an overview of the information captured in the database.

The program directory survey was designed to describe the parent agency. The Agency Description worksheet captured the following information:

- Agency contact information
- Director/primary contact
- Location (main office)
- Location of satellite offices (if applicable)
- Primary mission of agency
- Primary funding sources
- Number of people served by the agency

The survey also captured information about individual programs operated by each agency. The Program Description worksheet included the following items:

- Program name
- Program contact information
- Program Director contact information
- Primary location where services are delivered
- Additional service locations (if applicable)
- Primary purpose of the program
- Settings for service delivery
- Languages spoken for services
- Target populations
- Problem behaviors addressed
- Where clients reside in the county
- Number on waiting list for program
- Primary services provided

To initiate data collection for the program directory, a list of 159 agencies was compiled from The Center for Information and Crisis Services which provides data for 2-1-1 and input from the task force. Of the 159 agencies, 68 completed program directory information for 169 programs.

For information on programs and services listed, contact 2-1-1.

Agency Types

A total of 68 agencies are listed in the program directory, although not all have completed the full agency and program descriptions. These represent at least 10 types of agencies, as noted in the following table.

Agency type	Number of agencies in Directory
City government	5
County government	4
State government	5
Private, not-for-profit	30
Private, for profit	1
Religious	4
Hospital/medical facility	1
Law enforcement	2
School district	3
College/university	1
Other	3
Unspecified*	9

* Did not indicate a type in the survey

Agencies and Programs

The 68 participating in the program directory had reported on 169 programs as of October 15, 2007. The table in Appendix A shows the agencies and associated programs that are included in the program directory and in the analysis reported in this chapter.

Agency Missions

The agencies provided a mission statement to describe the general nature of their services. The mission statements for the reporting agencies are presented in Appendix B.

Program Purpose

For each program reported, the agencies provided a description of the program purpose. The purpose statements for the programs reported are presented in Appendix C.

Target Populations

Each program included in the program directory serves one or more target populations. The table below shows the number of programs that address each of the listed populations as the primary target for services.

Children and Youth	Primary target population
Newborns and new parents	33
Toddlers (ages 1-3)	38
Preschoolers (ages 4-5)	49
Young children (age 6-10)	74
Early adolescents (ages 11-14)	74
Older adolescents (ages 15-18)	66
Special needs children	32
Children in shelter or foster care	35
Delinquent youth	32

Parents	Primary target population
Pregnant moms	26
Parents of infants and toddlers	37
Parents of young children	55
Parents of teens	48
Families, in general	74
Fathers	33

Other Adults	Primary target population
Adult without children	33
Elderly	42
Disabled adults	40

Special Conditions	Primary target population
Caregivers	28
Crime victims	20
Ex-offenders	9
Homebound	13
Homeless	17
Medically needy	26
Migrants	16
Military personnel/Veterans and their families	13
Unemployed	22

Services Provided

Each program included in the program directory provides one or more services. The table below shows the number of programs that address each of the listed services, organized by category.

Abuse/Neglect Prevention/Protection	
Adoption	5
Child abuse/neglect prevention	20
Child protective services	7
Domestic abuse	12
Elder abuse/neglect prevention	5
Elder protective services	5
Foster care	13
Prevention and education	35
Sexual assault prevention	6
Sexual assault treatment	5
Adult Day Care and Support	
Day care	6
Homemaker service	1
Personal care	3
Respite care	5
Sitter for adults	2
AIDS-related Services	
Caregivers	3
Counseling	11
Information/education	24
Prevention	10
Testing/screening	7
Alcohol Abuse Services	
Co-dependents	11
Information and education	23
Inpatient treatment	8
Outpatient treatment	11
Prevention	16
Arts, Leisure, and Recreation	
Athletics/sports – general	10
Camping	3
Cultural heritage	5
Day camps	9
Fitness	7
Leisure	6
Library	3
Museum/art	3
Museum/other	2
Parks	3

Arts, Leisure, and Recreation	
Recreation-adult	4
Recreation-facility	2
Recreation-general	5
Recreation-senior	2
Recreation-special	6
Recreation-youth	13
Summer camps	12
Swimming-adult	1
Swimming-youth	6
Theater	3
Child Care and Preschool	
Head start	5
Infant and toddler care	7
Preschool programs	11
Referrals-child care	13
Referrals-preschool	10
Clothing and Household Goods	
Baby clothing and/or supplies	5
Clothing	11
Clothing-maternity	5
Furniture	9
Household items	10
Personal goods	9
Thrift shop	6
Counseling	
Adolescent	20
Adult	18
Anger management	22
Bereavement	11
Caregivers	11
Child	22
Codependency	6
Crisis intervention	15
Divorce	6
Domestic abuse	14
Elder helplessness	3
Emotional distress	19
Family therapy	17
Grief/death	14
Group	24
Individual	30
Legal	6
Marital	4
Mental health	22
Money management	10
Parent counseling	18

Counseling	
Rape	5
Retirement	2
Substance abuse	12
Suicide	6
Telephone reassurance	6
Disabilities	
Developmental disabilities	9
Early intervention-center based	8
Education/training	14
Employment	5
Independent living	9
Information and referral	20
Mental retardation	8
Parking permits	2
Education/vocational	
Adult education	9
Caregiver training	5
Consumer education/information	7
Continuing education	5
Education-adult/basic	5
Education-community	5
Education-community college	4
Education-elementary	11
Education-secondary	5
ESOL	2
GED	3
Independent living skills	8
Learning disability	5
Literacy	6
Nutrition education/counseling	6
Parenting services	11
Parenting skills	15
Placement services	6
School supplies	4
Sex education	6
Sign language instruction	1
Skilled trades	3
Technology	5
Truancy	5
Tutoring	10
Vocational assessment	5
Vocational rehabilitation	4
Volunteer department	2
Emergency Assistance	
Ambulance	1
Disaster relief	15

Emergency Assistance	
Disaster preparedness	11
Emergency alert	3
Emergency management	2
Emergency medical care	1
Emergency rescue	2
Fire safety/protection	5
Hurricane	15
Paramedics	3
Psychiatric emergency room	4
Employment Assistance	
Disabled	7
Job coaching	12
Job search	13
One stop career centers	10
Financial Assistance	
Burials	1
Financial counseling	6
General	5
Housing	11
Income tax assistance	1
Medical	4
Money management	8
Social security	4
SSI	4
TANF	1
Utilities	8
Welfare Transition Program (WTP)	4
WIC	1
Food/Meals	
Community kitchens	3
Congregate meals	5
Food co-ops	2
Food pantry	11
Food stamps	5
Food vouchers	3
Home delivered meals	4
In-home meal preparation	1
Information and referral	19
Health Care Services	
Alzheimer's disease	4
Arthritis	2
Attention deficit disorder	5
Birth control	2
Birth defects	2
Blindness	2

Health Care Services	
Blood pressure	2
Cancer	4
Case management	17
Clinic-medical	4
Companion (home health)	2
Deaf/hearing impaired	3
Death/dying/grief	4
Dental care	5
Diabetes	3
Dialysis	2
Emergency	3
Eye exams	4
Family care coordination	2
Family planning	2
Flu shots	4
Geriatric care managers	2
Health education	8
Hearing impaired	2
Home health care	2
Hospice care	4
Hospital	3
Immunizations	5
Kidney	2
Lupus	2
Medicaid-application	8
Medicaid-information/counseling	5
Medical doctors	4
Medicare-application	6
Medicare-information/counseling	4
Nursing homes	3
Nursing services	3
Occupational therapy	2
Outpatient clinic	6
Outpatient rehabilitation	2
Parkinson's disease	2
Pediatrics	2
Physical therapy	2
Physician referral	5
Pneumonia shots	3
Prescription-expense assistance	7
Prescription-obtaining	7
Public health	4
Rehabilitation	4
Sexually transmitted infection	7
Skilled nursing facility	2
Speech and hearing therapy	2
Testing/screening	5
Vision screening	7
Visual impairment	2

Health Care Services	
Wound care	2
Children's insurance	1
HIV/AIDS	
Caregivers	1
Counseling	11
Housing	4
Info/education	17
Prevention	9
Support group	6
Testing/screening	8
Housing	
Affordable housing	12
Assisted living facility	4
Disabled	6
Home improvement	6
Homeless	11
HIV/AIDS-related	5
Independent living facility	4
Information and referral	12
Low income	13
Low income-elderly	9
Public housing	4
Pregnancy related	1
Rental assistance	7
Law Enforcement and Corrections	
Crime prevention	11
Follow-up programs	9
Juvenile delinquency prevention	10
Offenders with mental health issues	5
Probation/parole	4
Medical/Assistive Equipment or Supplies	
Artificial limbs	1
Assistive devices	2
Equipment	4
Hearing aids	2
Interpreting/translating	3
Mastectomy supplies	1
Medical stockings	1
Orthopedic shoes	1
Orthopedic supports/braces	1
Prosthetic devices	1
TDD equipment	1
TTY (teletypewriter)	1
Vocal relay	1

Mental Health Services	
Case management	20
Counseling	27
Day treatment	5
Depression/manic depression	10
Drop-in center	3
Dual diagnosis	13
Emergency services	2
Group home	7
Info/education	15
Inpatient	3
Medication	9
Outpatient	17
Residential	9
Screening/evaluation	18
Pregnancy Services	
Counseling	8
Medical services	3
Postpartum care	4
Pregnancy care coordination	4
Prenatal care/education	6
Testing	3
Shelter	
Disaster	9
Families	5
Homeless	7
Information and referral	16
Men	4
Pregnancy related	2
Victims of domestic violence	4
Women	4
Substance Abuse	
Co-dependents	9
Information and education	26
Inpatient treatment	8
Outpatient treatment	12
Prevention	14
Support Group	
AIDS	7
Alcoholism	2
Arthritis	1
Bereavement	2
Cancer	1
Caregivers	5
Crime victim	4
Domestic assault	4

Support Group	
Fibromyalgia	1
Lupus	1
Parenting	8
Parkinson's caregiver	1
Rape	1
Suicide survivors	1
Women	3
Other	1
Transportation	
Mass transit	2
Senior transportation	2
Special transportation	13
Travelers assistance	3
Youth Development	
Mentoring	22
Service clubs	9
Teen time	14
Other	
Advocacy-general	17
Errand running	1
Public awareness/education	14
Respite care	4

Problem Behaviors Addressed

As part of the program description, respondents were asked to indicate the problem behaviors that their program addresses. The table below shows the number of programs addressing each type of problem behavior.

Problem Behaviors Addressed	Number of programs addressing
Early developmental	29
Behavioral	65
Delinquency	35
Mental health	47
Parent-child communication	50
Parenting skills	51
Physical	23
Runaway	17
School dropout	29
Serious emotional disturbances	22
Substance abuse	36
Teen pregnancy	21
Violence	37
Other	37

Setting for Service Delivery

The services described take place in a variety of settings. The table below shows the various settings and the number of programs that use each setting.

Settings for Service Delivery	Number of programs
Agency office or program space	98
Home-based	42
School-based during school hours	30
School-based during non-school hours	14
Community center	28
Church	22
Other	40

Languages Spoken

Also included in the program description was an indication of the languages spoken by staff in the course of service delivery. The table below shows the number of programs that address each language listed.

Languages Spoken for Service Delivery	Number of programs reporting
English	147
Spanish	109
Creole	41
Other	9

Program Capacity

Of the 62 agencies responding about program capacity, 26 (42%) reported that they are able to serve all who come for services and 36 (58%) said they are not able to serve all who come.