



Key West Housing Authority
Mr. J. Manuel Castillo, Sr.
Executive Director
Via email: castillom@kwha.org

March 13, 2017

RE: 1623 Spaulding Court, Unit #4

Poinciana Plaza Special Needs Housing

Dear Mr. Castillo,

Attached, please find a summary of FKOC's plans to renovate and operate 1623 Spaulding Court, Unit #4, as rapid re-housing for homeless individuals who are physically disabled and/or living with a serious mental illness.

This unit will be incorporated into the case-management and operations of the Peacock Supportive Living Program at 1622 & 1624 Spaulding Court.

Please call me anytime with questions or concerns. My cell is 305-587-7721.

Sincerely,

Rev. Stephen E. Braddock, Ph.D.
President & CEO



GreenNonprofits
CERTIFIED

Florida Keys Outreach Coalition Inc.
Proposed expansion of Peacock Supportive Living
(1623 Spalding Court, Unit 4)

Introduction

The Florida Keys Outreach Coalition Inc. (FKOC) proposes to utilize the property at 1623 Spaulding Court unit 4 to provide six (6) additional beds of rapid re-housing to expand the Peacock Supportive Living Program already operated by FKOC. Peacock Supportive Living currently offers thirty-eight (38) permanent supportive housing beds for seriously mentally ill adults.

Peacock maintains a consistent waiting list of over thirty (30) individuals in need of housing and supportive services. This means that oftentimes individuals who are stabilized through local inpatient mental health care services are not able to be immediately brought into housing due to a lack of availability.

Objectives

Peacock has an average of one (1) bed opening up per month, as a result of residents being able to move out on their own or returning to live with family due to improved relationships. This will allow FKOC to easily transition the residents in one of the six (6) dedicated Rapid Re-housing beds into permanent supportive beds quickly meeting the guidelines of Rapid Re-housing. Additionally, FKOC will work with other permanent housing resources including both the open market and specialized programs offering permanent supportive housing.

The added structure of having clients transition within FKOC's programs, will allow these individuals continuity in case management and long term case planning. FKOC staff remains very stable, with very rare turnover. FKOC provides our clients continuity of care and the trust that is built when working with consistent, dedicated, reliable staff. FKOC finds that this presents clients with an increased likelihood of maintaining stability in their mental health, continued sobriety, successful long term housing placements, and an increased quality of life.

Program History

In April of 2014, FKOC officially assumed Peacock Supportive Living from the U.S. Fellowship of Florida that was in the process of dissolving. FKOC recognized the great need for supportive housing for adults living with serious mental illness in our community and felt compelled to not let this much needed program fail.

However, the task was not easy. Due to ongoing funding cuts for programs assisting the mentally ill, the U.S. Fellowship had been struggling to, not only financially maintain Peacock Supportive living, but the buildings had significant maintenance and structural issues and staffing had been reduced to very low and inadequate levels. The program was lacking structure for the residents, turnover among clients was very high, and the environment was anything but supportive and therapeutic. FKOC was faced with significant challenges to ensure that the buildings could be brought up to our high standards, that residents were receiving appropriate and comprehensive support programs, as well as making Peacock financially sustainable without increasing costs to the residents living on a fixed income.

Working diligently with private foundations, utilizing the talents and skills of our board of directors, and calling on volunteers from many areas of the community, FKOC was able to stabilize the client population, repair and improve the buildings, and create a truly supportive and therapeutic living environment with caring staff and support programs. FKOC also increased capacity, offering more affordable roommate options for residents on fixed incomes. FKOC successfully reduced operating expenses which were \$38.22 per resident per day, to \$16.53 which was a 42% decrease in costs.

Integration of Community Service Providers

Since FKOC's establishment 26-years ago, it has remained an active partner agency with many organizations throughout the Florida Keys. FKOC has Formal Memorandums of Understanding to coordinate services and avoid duplication of service. MOUs are in place between FKOC and the Domestic Abuse Shelter; Samuel's House; Guidance/Care Center; the City of Key West; Rural Health Network of Monroe County, United Way of the Florida Keys, Florida Keys Healthy Start, and AmeriCorps/VISTA.

FKOC has a formal agreement to participate in the Monroe County Homeless Services Continuum-of-Care Homeless Management Information System and Coordinated Assessment System (CAS). HMIS and CAS are mandated by HUD and the State of Florida.

FKOC is an active board member of the Florida State Coalition for the Homeless and the State Policy Council. Furthermore, FKOC is a regular participant in local law enforcement continuing education programs such as Crisis Intervention Team and Baker Act training to provide a better understanding of the needs of mentally ill.

Referral & Information

Clients are referred to FKOC from Monroe County Social Services, non-profit organizations, law enforcement agencies, Monroe County Detention Center, courts, faith communities, hospitals and clinics, street outreach workers, and self-referral. FKOC has well established connections and communication with local mental health care providers who already regularly refer those in need for services throughout Monroe County.

FKOC works to ensure that clients are able to utilize services offered by other agencies. FKOC Program Managers work to assist residents with referrals to outside agencies including but not limited to: The Guidance Care Center, Star of Sea, Rural Health Network, Early Learning Coalition, Florida Keys Healthy Start, Woman Kind, and many others. FKOC holds bi-weekly team meetings to update on available services from outside agencies. Program Managers assist residents with the referral and application processes.

Program Services

Program Services offered by FKOC to all residential clients including Peacock residents include:

- Intensive Case Management
- Onsite drug and alcohol screening
- Transportation to Recovery Support Groups

- Transportation to Medical and Mental Health Care appointments
- Temporary Employment Assistance services offered onsite two days a week
- Life Skills Meetings Weekly
- Smoking Cessation Courses
- Arts & Crafts Courses
- Onsite Meditation Sessions
- Bus Passes to assist residents getting to employment and appointments
- Application assistance for Affordable Housing, Food Stamps and Social Security Disability
- Onsite Flu Shots
- Access to the Loaves & Fish Food Pantry
- Onsite Community Garden Beds
- Resident Health Care Advocates (Two Registered Nurses)
- Onsite Personal Finance Counseling and Budgeting
- Community Dinners
- Prescription & Co-pay Assistance
- Personal Hygiene Supplies
- Access to clothing closet onsite
- Holiday programming and special events throughout the year
- Monthly client birthday celebrations

Designated Authority

Peacock is a Supportive Living Housing program and does not offer any direct medical or mental health care services, instead working with our well established community partners for these services. Peacock is not required to hold any special licenses to operate in this manner. Peacock is regularly reviewed by our ongoing funders including but not limited to the Florida Department of Law Enforcement (Byrne Grant), Department of Housing and Urban Development, and Department of Children & Families. Peacock cordially welcomes community members, leaders, and advocates, to visit FKOC for a full tour.

Routine Program Management

Peacock Supportive Living office hours are the most extensive of any FKOC program. The office is staffed seven days a week from 9am to 9pm. FKOC has a program manager and program assistant available to work with clients, with the program manager living at Poinciana Housing for 24-hour assistance when needed. Additionally, the Peacock program utilizes our AmeriCorps/ VISTA Members, as well as two community volunteers with nursing degrees, for additional support. There is also an Americorps/VISTA member who lives on site at Peacock.

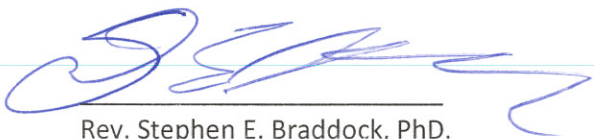
All client medications are secured in the office, clients come in during office hours to self-administer with staff on hand to help clients take medications as directed by their doctors. Nurse volunteers are available to attend appointments as patient advocates. All clients check in daily to ensure they are safe and maintaining good mental health. Clients have regular direct one-on-one case management. Program wide community meetings are held bi-weekly to address group issues. Conflicts amongst clients receive mediation from staff to help best resolve any issues and challenges. Staff carefully places new residents into the best unit taking care to understand the different personalities and needs of each client.

Staff completes housing inspections bi-weekly to ensure that clients are living in a clean, safe environment as well as to look for signs of behavior changes related to their mental health stability. Regular extra community activities are held which include large group meals, arts and crafts classes, various group outings to local attractions and events, onsite meditation sessions, and transportation to local food pantries and appointments. FKOC works closely to ensure clients who attend the Guidance Care Center and the Personal Growth Center in the Middle Keys have access to transportation easily and readily available.

The Peacock staff is supported by FKOC's Client Services Coordinator Jeanette McLernon, who has extensive experience in working with this vulnerable population. All residential files are reviewed regularly by Mrs. McLernon. Bi-weekly program manager meetings allow staff to work together to address the needs of residents and ensure that best practices are being used. FKOC Chief Operating Officer Stephanie Kaple holds a Master Degree in Community Counseling and visits all FKOC Residential Programs at least once a week and attends all program manager meetings. Ms. Kaple reviews all client enrollments weekly and is informed immediately of any resident challenges or issues. The CEO and FKOC administrative staff is on call 24 hours a day to offer support as needed.

All FKOC direct service staff are trained in First Aid and CPR annually. FKOC staff complete all required Department of Children & Family Services trainings including but not limited to Deaf & Hard of Hearing training and Security Awareness training annually. FKOC provides ongoing staff training onsite on the topics of Best Practices for Working with At Risk Individuals, How to Work with Difficult Individuals, Conflict Resolution, extensive Best Procedures training, and Proper Cleanup of Hazardous Materials and Bodily Fluids.

FKOC has a comprehensive Hurricane & Emergency Evacuation Plan which allows FKOC to set up full administrative and shelter services in coordination with the Monroe County Special Needs Shelter. All Peacock residents are registered as part of the Monroe County's Social Services Special Needs transportation program. In the event of an extended evacuation, FKOC is prepared to successfully care for our residents and continue to provide the case management and support services until re-entry is possible or alternate long term plans are implemented.



Rev. Stephen E. Braddock, PhD.
President & CEO

3/13/17
Date