

Critical Success Issue Groupings - Phase I Marbut Report

Need to Create Connective Tissue:

- Adopt a culture of Transformation system-wide
- Formalize and re-brand a new system
- Improve and streamline “governance” (eg one leader and one coordinating organization)
- Develop common culture, nomenclature, systems, policies, procedures, etc.
- Increase the sophistication and capacity of TBIN
- Create a master case management system
- Create transportation loops between critical agencies

Increase Housing and Supportive Services for Families with Children:

- There is a critical lack of services for families with children (this is at a crisis level)
- Expand housing and supportive services for families with children
- Need to ascertain the level of need

Improve the Operations of Safe Harbor and Pinellas Hope:

- Provide case management, mental health and medical services for Safe Harbor
- Improve physical plant and case management for Pinellas Hope
- Increase capacity of both
- Move street feeders and street services to Safe Harbor and Pinellas Hope

Individual Agencies Need Improvement (before other expansion occurs):

- Adopt a culture of true Transformation
- *Look, Feel and Smell* need to be at best practice levels
- Improve internal efficiencies
- Better integrate within the system and between upstream/downstream organizations
- Use peer support and coaching
- Increase funding for underutilized successful agencies
- After improvements are put in place, then determine the “new” level need