

# Community Support Hubs and Shared Services Organization Updates

*City of St. Petersburg - 2024 Annual Report*

*presented by*

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Pinellas Community Foundation

Gulf Coast JFCS

People Empowering & Restoring Communities

Reed Community Consulting, LLC

# Overview

The City of St. Petersburg allocated funds to establish a Coordinated Social Services project, which includes Community Support Hubs (Hubs) and an Administrative Support/Shared Services Organization (SSO).



The Hubs provide access to neighborhood-based, trauma-informed, culturally responsive services. Services include therapy, care management, and assertive outreach, with attention to mitigating stigma towards mental health diagnoses and treatment.



The SSO aids St. Petersburg nonprofits by providing administrative support and capacity-building services, to help organizations become more sustainable.

# Presentation Scope

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- Outline the progress of the Hubs and SSO initiatives, to December 31, 2024.
- Share impacts of services on residents and nonprofits.
- Detail lessons learned and future enhancements to expand services.



# Shared Services Organization



# Implementation Partners

## **Funder**

### **City of St. Petersburg**

Developed original program vision; ensures implementation aligns with intended goals of increasing local individual nonprofit capacity and strengthening overall nonprofit landscape in St. Petersburg.

## **Program Administrator**

### **Pinellas Community Foundation (PCF)**

Oversees contract with SSO and ensures compliance with funding requirements; provides context for broader nonprofit landscape of Pinellas County; supports SSO in evaluating program delivery and impact.



# Implementation Partners

## **Shared Services Organization**

### **The Hypatia Collaborative (Hypatia)**

Provides capacity-building and administrative support to local nonprofits; coordinates services such as grant writing, accounting, legal support, and strategic planning to strengthen the operational capacity of nonprofits serving St. Petersburg residents; evaluates effectiveness of program delivery and nonprofit capacity-building with support from PCF.



# Services

Hypatia provides the following services through a vendor network of local professionals and companies:

- Grant Writing and Administration
- Accounting and Financial Management
- Legal and Human Resources Support\*
- Fundraising and Development Strategy
- Strategic Planning and Capacity Building
- Professional Development and Training

\*SSO vendors providing legal support do not act as the legal representatives for a nonprofit, its leaders, or its agents at any time. Instead, the legal support offered focuses on areas such as nonprofit governance and ensuring that the organization's policies and procedures are sound and aligned with best practices for nonprofits.



# Program Expectations

The SSO is expected to provide the following outcomes:

- For individual nonprofits:
  - Increased administrative, operational, and programmatic capacity
  - Improved client-vendor relationships
  - Enhanced organizational sustainability
  - Informed decision-making based on evaluation results (pre- and post-assessment)
- For the nonprofit ecosystem in St. Petersburg:
  - Strengthened nonprofit ecosystem in St. Petersburg
  - Improved effectiveness and efficiency of nonprofit services
  - Increased community benefit and social impact
  - Informed decision-making based on evaluation results (future funding allocations)



# Client Experience

## Client Selection

- Client must be headquartered in St. Petersburg, or 75% of population served must live in City
- ARPA-funded services are only available to organizations with annual operating budgets under \$500,000

## Needs Assessment and Vendor Selection

- Hypatia conducts Nonprofit Needs Assessment to determine needed services, up to funding limit
- Client selects vendor(s) from vendor network
- Client is placed in a cohort with other nonprofits and participates throughout 18-month period

## Cohort Experience

- Cohorts launch every other month, composed of nonprofits of various need (low, medium, high) and diverse missions
- Staggered approach allows for peer learning and collaboration among cohort members



# ESC and Vendor Network

## Ethics and Selection Committee (ESC)

- Committee reviews nonprofits recommended to receive services, as well as vendors selected for the network.
- Ensures that selection is fair, free of conflicts of interest, and prioritizes nonprofits that can benefit most from the services offered.
- Assists in participatory evaluation of SSO.

## Vendor Network

- Initial slate of vendors was identified and vetted prior to selection of Hypatia as SSO lead.
- Ongoing RFP for local service providers, reviewed regularly for services needed to enhance vendor network.
- Possible conflicts of interest are reviewed and mitigated through conflict of interest policy.



# Service Delivery

**As of December 31, 2024:**

**Number of Applicants**

**96**

**Nonprofits Completed Needs Assessment**

**57**

**Participants in Active Cohorts**

**35**



# Questions



# The Hubs



# Implementation Partners

## **Funder**

### **City of St. Petersburg**

Developed original program vision; ensures implementation aligns with intended goals of increasing access to culturally responsive services and improving community well-being; provides insight to community status and needs.

## **Program Administrator and Facilitator**

### **Pinellas Community Foundation (PCF)**

Oversees contracts with agencies, facilitates partnerships, and ensures compliance with funding requirements; provides capacity-building and administrative supports to all partners; coordinates development and expansion of Hubs model while maintaining unified strategy for service delivery and evaluation.



# Implementation Partners

## **Original Lead Agency**

### **New Visions of the Well (The Well)**

Established initial partnership with Gulf Coast JFCS and PERC; led pilot phase.

## **Current Lead Agency**

### **Gulf Coast Jewish Family and Community Services (Gulf Coast JFCS)**

Provides administrative oversight and implements Hubs program; provides care management; oversees partner agency and provider network (including clinical services); began serving as lead agency in late May 2024.

## **Partner Agency**

### **People Empowering & Restoring Communities (PERC)**

Provides assertive outreach and care management; critical partner in establishing Hubs policies and service delivery practices.



# Implementation Partners

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## **Program Evaluator**

### **Reed Community Consulting (RCC)**

Evaluates program development, implementation, and service delivery using both developmental and outcomes evaluation approaches; launches and supports the Hubs Community Liaisons, ensuring that community voices are integrated into the ongoing development of the Hubs.



# Success Stories

## Ashley

“Ashley” and her adolescent child were victims of a horrific crime that occurred in their home, resulting in the death of a family member. With proactive engagement, Hub staff were able to contact Ashley to find temporary housing to ensure their immediate safety. Food and hygiene products were provided, as well as care management services to locate long-term housing. With ARPA funds, the Hub was able to provide the first month's rent, as well as a security deposit for the family to move into their new home. Both Ashley and her child have been enrolled in outpatient therapy to aid in grief and life transitions.



# Core Services

The Hubs provide the following core services, with the flexibility to offer additional services when the need is supported by data and community input:

- **Care management**
- **Trauma-informed counseling**
- **Assertive outreach**





# Core Services

## **Care management**

The goal of care management is to assist clients with navigation through a complex system of care, addressing their needs holistically rather than in isolated parts. Care management involves more than a hand-off to other services; care management is direct support, advocacy, and follow-up to ensure that clients get their needs met.

## **Trauma-informed counseling**

Trauma-informed counseling is a counseling approach that seeks to build trust and safety with clients that may have had these two elements compromised in the past. It is important that clients receive therapeutic services that are culturally responsive, attuned to each individual's unique needs and ways of receiving care.

## **Assertive outreach**

Assertive outreach is a critical component of the Hubs model. It ensures that support reaches those who might otherwise fall through the cracks and provides a mechanism to remain connected with existing clients who have disengaged from services and resolve any barriers to continued care.



# Program Expectations

The Hubs are expected to provide the following impacts in communities where residents seek Hub services:

## **Reduce:**

- Stigma around mental health and care seeking

## **Increase:**

- Perceived access to care
- Service utilization
- Support and assistance for crisis situations

## **Improve:**

- Social determinants of health
- Mental health outcomes
- Access to financial and therapeutic services



# Pilot Phase

The pilot phase provided the team with valuable insights and the flexibility to adapt the Hubs model to reflect community need.

## **Lessons Learned**

- Project start-up
- Service needs
- Provider network
- Data tracking
- Location
- Partnerships



# Pilot Phase

## Lessons Learned

### Project start-up

- Significant administrative and operational capacity required - the focus on recruiting grassroots organizations introduced unexpected challenges.
- Lead agency shifted from The Well to Gulf Coast JFCS.

### Service needs

- Residents typically present with emergent needs first, not necessarily long-term needs.
- Intake process adapted to address immediate needs and provide complete assessment and comprehensive follow-up.



# Pilot Phase

## Lessons Learned

### Provider network

- Clients present with specific clinical needs and preferences for clinical providers, with better outcomes seen when patients and providers share cultural backgrounds.
- Gulf Coast JFCS established provider network to meet various needs of clients, including demographics, methodologies, and specialties.

### Data tracking

- Effective assessment of community need and program impact requires a robust reporting tool and dedicated data analysis.
- Gulf Coast JFCS' health record and consistent policy assessment allows ongoing development of effective reporting and real time model adaptation.



# Pilot Phase

## Lessons Learned

### Location

- Many factors affect the suitability of a Hub location - geography is critical, as well as operational capability of the building.
- Physical space is more expensive than expected. The hurricanes have also informed where future locations might be placed.

### Partnerships

- With multiple partners and stakeholders, the need for over-communication, positive reinforcement, and a balanced approach to leadership were key learnings.
- After the lead agency and key staff transitions, the group has committed to collaboration, compromise, and consistent information sharing to ensure success.



# Resident Impact Data

**Total Clients Received Core Services (as of December 31, 2024)**

**303**

**Total Clients Received Incidental\* Funds**

**35**

**Total Amount of Incidental\* Funds Distributed**

**\$39,804.88**

\*Incidental funds provide financial support to clients, for example with housing, automotive repair, utility, or medical bill.



# Provider Network Capacity

Current Capacity of Network (as of December 31, 2024)

104

Clients Enrolled in Clinical Care Services

51

Individual Providers in Network

32

Organizations in Provider/Counseling Network

9



# Hubs Community Liaisons

## **Selection Criteria for Liaisons**

- Must be resident of City of St. Petersburg
- Blind review process for applications
- 10 initially selected - can support 15 total as additional Hub locations are established

## **Purpose and Functions**

- Ensure community has input in Hubs development and implementation.
- Provide insight into community needs and public perception of the Hubs.
- Spend time in their neighborhoods listening to residents' needs and experiences with the Hubs.
- Spread the word about Hubs services, formally and informally.



# Hubs Community Liaisons

## Roster as of December 31, 2024

1. Lori Prince Brown
2. Anabel Evora
3. Sonja Felton (*Vice Chair*)
4. Patrick Arthur Jackson
5. Theresa Jones (*Co-Chair*)
6. Erin McFarley
7. Jo Ann S. Nesbitt
8. Jennifer Trujillo
9. Latasha Walters
10. Danny White (*Co-Chair*)



# Success Stories

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## Joe

“Joe” contacted the Hubs for financial assistance due to recently having been hospitalized, resulting in accumulation of late bills and rent. Joe feared he and his family would be homeless. With the help of Hub staff and collaboration with CALL (Community Assistance and Life Liaison), Joe was connected with various agencies to provide supplies for his family and ARPA funding to aid in utility and rental assistance. The Hub Navigator continues to support Joe as he recovers from hospitalization with ongoing guidance and life-skills coaching.



# Upcoming Enhancements

The partners expect to implement the following enhancements to service delivery in the near future:

- Provide group sessions for Hubs clients, at 1601 location and other community partner and satellite locations (St. Pete Free Clinic, Jordan Park, etc.)
- Expand the provider network to include an even more diverse bench of clinicians, as well as non-clinical services (legal, childcare, etc.)
- Provide substance use counseling and other needed services as indicated by clinical data and feedback
- Review and adapt assertive outreach model as necessary to increase client engagement and community awareness and trust in the Hubs
- Identify a second location



# Ongoing Considerations

## **Developmental Evaluation**

- Continuous review process of program development and service delivery.
- Informed by evaluator observations and data collection, partner input, and Liaison feedback.

## **Outcomes Evaluation**

- Monthly reports from lead agency will provide established metrics.
- Hubs data will be compared to control data from St. Petersburg residents (not receiving Hubs services) to assess actual impact.

## **Sustainability**

- Traditional funding methods (insurance, etc.) are being utilized whenever possible to offset program expenses.
- Gulf Coast JFCS and PERC are well-established organizations with significant fundraising experience - applications to various programs, including Bureau of Justice Assistance, have already been submitted.



# Community Event at the Hubs





# Connect to the Hubs

## DO YOU NEED SERVICES OR SOMEONE TO TALK TO?

### Help is in the Hubs:

- Therapy
- Psychiatric Support
- Wellness Groups
- Substance Use Counseling
- Connection to Resources, such as:
  - Legal Services
  - Housing Navigation
  - Transportation Services
  - Food and Nutrition
  - Medical Care
  - Benefits Applications



### **The Hub** COMMUNITY SUPPORT SPACE

**Phone:** (727) 285-4553

**Website:** [www.stpetehubs.org](http://www.stpetehubs.org)

**Address:** 1601 16th St S,  
St. Pete, FL 33705

**Walk-In Hours:** Monday - Friday  
10AM - 6PM





# Questions