

SOCIAL SERVICES NEEDS GAP ANALYSIS OF LAKE COUNTY, FLORIDA:

- CHILDREN AND FAMILIES
SERVICES
- HUMAN SERVICES/
HOUSING/SOCIAL SERVICES
- ELDER AFFAIRS SERVICES
- HEALTH SERVICES

Center for Community Partnerships
College of Health and Public Affairs
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This report was prepared for the Center for Community Partnerships, College of Health and Public Affairs at the University of Central Florida. It is the result of the efforts of the following individuals:

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EXECUTIVE SUMMARY

The Lake County Department of Community Services requested that the Center for Community Partnerships conduct a study to assess social services needs and service gaps in Lake County. The information presented is to be used by Lake County for the purpose of strategic planning in order to meet the needs of the Lake County community as effectively as possible within the current fiscal context. Drs. Mary Van Hook and Nancy Ellis met with Director Robbie Hollenbeck, Director Allison Thall, and Special Projects Coordinator Brenda Quattlebaum to determine the scope of services to be included in the project. The following information reflects the agreed upon scope of work.

1. Identify current demographic patterns within Lake County—with specific reference to variations by location within the county.
2. Distribute a community survey to assess current status of social services in Lake County. The intent is to identify existing services across four broad categories – Elder Services, Children & Family Services, Health and Health-related Services, and Human Services, Housing and Social Services – to determine whether or not there are unmet needs, and to attempt to establish some prioritization of the unmet needs or service gaps as identified.
3. Partner with the Lake County Community Services to hold four focus groups comprised of service providers, citizens and advocates in the following social services areas. The purpose is to identify current services available within the community and perceptions of unmet community needs:
 - Health Services
 - Elder Services
 - Children and Families Services, and
 - Human Services, Housing and Social Services

The focus groups included the following:

- Information from surveys distributed to participants asking about the nature of the services provided in Lake County, the target population for those services, the criteria for services, available funding for those services, a general understanding of the number of clients served, location of services, and views regarding adequacy of services compared with community need.
- Group discussion concerning the services in the community related to the focus group topic area with special reference to a perception of the needs and services within the Lake County.
- Identification of other services in the Lake County that could be contacted for information. Surveys would then be submitted to these programs.

- Identification of community priorities by focus group participants .

Project Deliverable:

The Center for Community Partnerships will submit a report to Lake County Department of Community Services containing the following information: A demographic pattern of the Lake County community, information about current social services in Lake County, information about the provider’s perceived gaps between needs and services, and an analysis of potential gaps between services and needs as suggested by the demographic pattern.

Methodology

The Center for Community Partnerships research team participated in the following activities:

- Developed community survey in consultation with Lake County and Internal Review Board to assess current status of social services in Lake County;
- Distributed the community surveys at the four focus group sessions (Lake County Department of Community Services sent out additional surveys electronically community organizations, leaders and citizens). Electronic surveys were then sent to the Center for Community Partnerships either by mail or email.
- Conducted four focus groups with community stakeholders in the basic areas of health services, children and families services, elder services, and human services, housing and social services;
- Analyzed prior studies, and telephone helpline information requests to provide a framework for current analysis and recommendations; and
- Conducted a demographic analysis using government documents and county website information that included data on income, race, ethnicity, health, school free and reduced lunch, and poverty.

Findings

When looking at community priorities, there are many differences based on the perspective of the individuals involved. Several issues emerged as especially important in the information derived from the surveys and focus groups as follows:

- 1. Public transportation** emerged as important in the surveys and all the focus groups except for health. Lake County is a rural community with limited public transportation and services and while there has been an attempt to locate services throughout the county, important issues of access to as a result of distance remain. *The need for an improved public transportation system also emerges in the 2007 draft of the Lake County strategic planning document. Transportation issues also emerged in the 1999 Access to Care study.*

- 2. Improved access to affordable health care** emerged as either a high or moderate priority in the surveys and the focus groups. Included in this area were: affordable health insurance, a wider range of low cost prescription drugs, longer hours for health services other than the hospitals emergency rooms, accessible medical education). *This item also emerged in the 1999 Access to Care study.*
- 3. Affordable or transitional housing** emerged as important in the surveys and the health and human services/housing focus groups, while it was a low priority for the elderly and the children and family's services focus groups. *The Lake County Housing and Community Development identifies their current waiting list for housing as 2-3 years.*
- 4. Increased mental health and substance abuse counseling** emerged as at least moderately important in the surveys and all the focus groups with the exception of elder affairs. *Supporting the need for mental health services in the community, personal distress as reflected in stress, depression, loneliness, and fear represent the highest number of requests to the Connection Helpline.*
- 4. A resource directory of services** emerged as important in the surveys, the human services/housing, and the elder affairs focus groups. *Improved information regarding services also emerged in the 1999 Access to Care study.*

Recommendations

The following recommendations reflect a summative panel drawn from the multiple levels of data analysis commissioned for this report in combination with review and analysis of supplementary Lake County reports.

1. There is a significant need for additional, and accessible, alternative transportation options across age groups and areas of the county. The focus group members emphasized that there is a specific need for increased bus routes, particularly to the rural areas, and that those same buses need to be able to accommodate seniors. ***It is recommended that Lake County Community Services work with other county entities to explore ways in which alternative transportation can be increased for rural and at-risk populations.***
2. Each of the focus groups also prioritized healthcare as a critical issue for people of all ages, with a particular emphasis on affordability and accessibility. ***It is recommended that Lake County Community Services work with healthcare providers to facilitate strategic planning to address the issues facing at-risk populations such as the need for affordable and accessible healthcare options at all intervention levels from primary to critical care.***
3. ***It is also recommended that Lake County Community Services facilitate the creation of a coordinating body that can oversee the development of a comprehensive, centralized information, referral and case management system for Lake County.***
4. ***It is recommended that service locations in relation to access to services be assessed and barriers to service access be identified and remediated.*** This might include increased bus routes for the more rural areas of Lake County, and possibly additional outreach services to the more rural areas of the county.
5. ***It is recommended that a centralized coordinating organization be developed to address interagency referrals, networking, collaboration and partnerships, and client follow up for services.*** Lake County lacks an integrated client case management system to reduce systemic breakdowns which are resulting in significant barriers to clients needing specific, and often multiple, services.

INTRODUCTION

The Center for Community Partnerships (CCP) research team conducted a study that obtained information from a wide variety of primary and secondary sources. The CCP reviewed a number of prior studies that addressed health and social services in Lake County as well as information derived from a variety of governmental documents, privately funded web sites, and other community sources, to frame the research questions and design. In addition to research on historical, current, and projected demographic patterns, three different methods of data collection were used. The study was conducted during the period of June 2007 through September 2007.

First, the CCP conducted focus groups with community stakeholders in the four basic areas of children/families, older adults, health, and housing/general social services. The focus groups were organized to identify current needs, services, gaps, and priorities in these four areas. Second, the CCP interviewed community experts in the area of law enforcement and other community services. Third, a survey was designed and administered to assess the level and variety of current services and projected needs as identified by community service providers. The surveys identified current services, plans for future expansion, and perceptions of community needs. Fourth, the CCP reviewed prior studies that addressed health and social service in the community, and researched information derived from a variety of governmental documents, privately funded web sites, and other community sources.

The study used an integrated approach where the data from these various sources were used to provide an accurate picture of this complex issue. The data used in this evaluation included:

1. a demographic profile of the various communities that comprise Lake County;
2. results from focus groups with community experts in the area of health and human services (this information was supplemented with further telephone interviews with several representatives);
3. results from surveys completed by community service providers;
4. information from prior studies in Lake County;
5. the services guide of Lake County;
6. the telephone help line requests (Connection Helpline);
7. information from a variety of government documents and other web sites that included demographics, health patterns, elementary school free- and reduced-lunch, and other related variables; and
8. telephone interviews with a variety of experts within the community.

The data was analyzed using multiple levels and perspectives. Strong contextual consideration was used in evaluating the demographic patterns of the entire county in conjunction with specific communities within the county. In addition, the health indices of Lake County, service needs and priorities identified by community experts and community members, and the current services for Lake County, as organized by community location, were all included in the data analysis.

Lake County Demographic Overview

Lake County is a complex entity that combines rural and urban areas. It is adjacent to a major metropolitan area (Orlando) and some parts of the county have become bedroom suburbs for those who work in the Orlando area. Some areas of the county have become major retirement communities. Other parts of the county remain very rural with sections that include mobile home parks. As a result, planning for the needs of Lake County residents must take into consideration the diversity represented across disparate areas of the county. This means that programming must be community-specific as well as county-wide.

Lake County has grown rapidly within the last seven years and significant future growth is anticipated as individuals and families move into the county from neighboring Orange County and beyond. As a result, Lake County has constantly shifting demographic patterns with resulting shifts in service needs. As a result, planning for services may be problematic at best.

Lake County had an estimated population of 290,435 in 2006. The population is more heavily concentrated in the older age groups (37.6 % are aged 65 years and older) than in children and youth (21.5% ages 19 and under). Lake County has relatively little racial/ethnic diversity with approximately 87% of the population White, 8.4% Black, and 9.8% Hispanic - with small numbers of Asians and Native Americans. The overall poverty rate in Lake County is 10%, and is especially concentrated among children (21% of children are living below the poverty level compared with 5% of persons older than 65) and households with children headed by a single adults (49.9% for those with children under age 5 and 36.9% for those with children under the age of 18). Forty-seven percent of the households receive Social Security.

It is apparent from the demographic analysis that currently, Lake County has an aging, largely white, population. It has, historically, been a mostly rural county with small townships. With current rapid growth, demographic patterns are beginning to shift toward a younger population comprising young families. As a result, Lake County is developing “bedroom” communities comprised of families working in the greater Orlando area. This demographic pattern shift has the potential to significantly effect social and health services and service delivery systems.

SECTION I: PREVIOUS COMMUNITY STUDIES

Five major studies, focusing on health care, access to healthcare, and mental health, have been completed over the last few years. This section will address the major service needs identified by each study and will include an analysis of the information gained from each of these sources of information.

Center for Community Partnerships/Health Care Study (2006)

The CCP conducted a study that addressed the health care needs and services of Lake County residents. The Lake County Community Access Network (LCCAN) provided the study participants. Members of this network included: Community Health Centers, Inc.; First Baptist Church/Community Medical Care Center of Leesburg, Florida Hospital Waterman/Community Primary Health Clinic, Lake County Board of County Commissioners-Department of Community Services, Lake County Health Department, Lake-Sumter Medical Society/We Care of Lake County, Inc., Leesburg Regional Medical Center, Life Stream Behavioral Center, and South Lake Hospital/South Lake Health Clinic. The study methodology included a survey, a network analysis, and interviews with seven providers.

Based on this information, the two major needs that emerged were lack of service coordination and lack of health care resources. The report indicated that a substantial number of low income individuals, who were either uninsured or underinsured, have had to resort to health care arrangements that involved multiple providers with limited knowledge of the health needs of the individual in relation to other health care services.

The major findings of this study were:

1. local emergency departments frequently use diversions to other hospitals to alleviate overcrowding;
2. hospitals experience difficulties in recruiting physicians, particularly specialty care physicians;
3. the rapid population growth in Lake County adversely affects the ability of health care providers to meet rising health care demands;
4. the demand for specialty services significantly outpaces We Care's ability to meet that demand;
5. navigating the health care safety net presents significant challenges for the uninsured and the underinsured patient and in some cases for the referring providers as well;
6. several problems arise from the lack of a centralized health care information system, including decreased accessibility to care, redundancy of care, and poor continuity of care;
7. disease management for the uninsured and the underinsured is limited, resulting in poorer long-term health indicators for residents with chronic health concerns; and
8. the Lake County Board of County Commissioners has the opportunity to provide leadership to the network to promote more coordinated health care access for uninsured and underinsured residents.

This 2006 study also identified three strategies for improving the health care system for the underinsured and the uninsured:

1. implement a broad based disease management program under LCCAN to address diabetes, hypertension, and asthma;
2. regionalize recruitment activities and share creative incentives, both to reduce competition and to promote collaboration across hospitals and physicians organizations. Build the We Care program into regional recruitment activities; and
3. finalize efforts to develop the Regional Health Information Organization Database into a comprehensive information technology system, comparable to 211, to allow for shared access to patient records, community resources, and health care tracking.

Life Stream Behavioral Center (2007)

In 2007, Life Stream Behavioral Center conducted a study as part of their strategic planning effort. In order to determine if their services were targeting appropriate needs within the community, they reviewed current and projected demographic information for Lake and Sumter counties, compared Life Stream service delivery data with national data regarding mental health and substance abuse needs, and identified potential future opportunities.

A comparison of the county demographic patterns and the individuals served by Life Stream revealed considerable similarity indicating that Life Stream is serving a representative cross section of the community's general population. In terms of mental health, Life Stream served approximately 3% of the community. Adults (6,384) were the primary recipients of mental health, followed by children (mental health - 3565). While the rates of children receiving mental health services was lower than would be expected from national averages, these numbers did not include the children who were served under the DCF District 13 privatization of child welfare services.

Life Stream also provides substance abuse treatment program: adults (2965) and children (511). Based on national data, young adults are at highest risk for alcohol and other types of substance abuse. National data regarding the prevalence of substance abuse would also suggest that the numbers of individuals being treated for substance abuse would be higher than those for mental health problems. Since Life Stream currently serves many more with mental health problems, it suggests the potential need to expand substance abuse services, including those to young adults and adolescents. The combination of mental illness and substance abuse in adolescents and adults also represents an important challenge for services in the community.

Life Stream services are currently located primarily in Leesburg with out patient clinics in Eustis, Clermont, Lady Lake, and Bushnell. Based on county data, services are also needed in the Villages, South Lake, and Sumter County.

WellFlorida Council Lake County Physician Workforce Needs Assessment (2007)

The WellFlorida Council published an assessment of Lake County and its physician workforce in June 2007. The assessment included a demographic and socioeconomic profile of

the county, an analysis of the current and potential future growth of the physician workforce, and limited discussion of a variety of community healthcare indicators to explore protective factors and barriers to access to health care services. The study utilized primary data from physician surveys and Lake County physician focus groups and secondary data from traditional demographic and data sources.

Significant findings from this assessment suggest that Lake County has a lower rate of physicians in 15 out of 26 specialties. Compared to the state of Florida, Lake County has a most notable scarcity in Pediatrics and Internal Medicine. The majority of secondary sources suggest that the rates of Lake County physicians in the specialties of Obstetrics and Gynecology, Psychiatry, Infectious Disease, Dermatology, and Family Medicine are below national benchmarks, which could suggest a potential shortage.

This study suggests that in order to maintain the current rate of physicians in Lake County, the physician population will have to increase by 68%-83% between 2007 and 2030 to keep up with population growth projections. Of note, the physician survey found that over 56% of respondents (n=82) intend to discontinue their practice of medicine on or before 2020. Only 32% had begun their practice in Lake County in the last 5 years. This study reinforces the recommendations of this current report (and others) that Lake County seriously consider creative and innovative strategies to increase the recruitment of specialty physicians and other health care providers to the area.

Lake County Health Dept. – Local Public Health System Assessment
(June 2005 - facilitated by WellFlorida Council)

The Lake County Health Department underwent community-wide strategic planning in 2005. WellFlorida Council aided the Health Department in the use of MAPP (Mobilizing for Action through Planning and Partnerships), a planning tool to help communities prioritize public health issues and identify resources for addressing them. This four part MAPP assessment was chosen to assist the community in acquiring additional health care resources, strengthening the public health system, and identifying areas for improvement. A total of twenty-one community partners participated in the MAPP assessment, leading to identification and recommendation of ten Essential Public Health Services for Lake County, as follows;

- 1. to monitor health status in order to identify community health problems;**
2. to diagnose and investigate health problems and health hazards in the community;
- 3. to inform, educate, and empower people about health issues;**
- 4. to mobilize community partnerships to identify and solve health problems;**
5. to develop policies and plans that support individual and community health efforts;
6. to enforce laws and regulations that protect health and ensure safety;
- 7. to link people to needed personal health services and assure the provision of health-care when otherwise unavailable;**
8. to assure a competent public health and personal healthcare workforce;
9. to evaluate effectiveness, accessibility, and quality of personal and population – based health services; and

10. to provide research into new insights and innovations.

Lake County reflected the greatest need for improvement in essential services in service numbers 1, 3, 4, and 7, as highlighted above. Results of this assessment can be viewed on the Lake County government website <http://www.lakechd.com/result.htm>.

Lake County Access to Care Study (1999)

The Lake County Comprehensive Health Care Committee (LCCHCC) contracted with the North Central Florida Health Planning Council to conduct a study related to access to health care. The study included: telephone surveys, focus groups, an inventory of services, an in depth review of services of the Lake County Health Department, a review of hospital emergency department services, and a review of ambulatory care.

The study identified the following limitations with corresponding needs: limited information about community resources; inadequate coordination and continuity of health care; financial barriers to health care (especially insurance, lack of primary care, high cost of pharmaceuticals); limited transportation; and reduction in services to persons with limited financial resources. Based on this information, the following strategies were identified: development of a single information and referral resource; establishment of community outreach and public health information systems; development of an online community health information network; development of a county wide case management system; funding of a voucher system for purchasing needed health services; establishing a revolving financial assistance program; establishing pooled purchasing systems for pharmaceutical (with negotiated discounted rates) fund; and development of an ongoing system for monitoring and evaluation.

Connection Hotline Needs Assessment

The Connection Hotline is a self-identified, faith-based volunteer organization that operates a social service telephone hotline offering support and information. See Appendix G for the top 22 call categories by volume (3,172 calls) during the period from September 25, 2003 to September 21, 2007.

The faith based affiliation of this service probably contributes to the number of individuals seeking prayer requests (7% of all calls). Personal distress, as reflected in stress, depression, and loneliness, represent the top three requests. Of note, nearly half of all calls can be further grouped under the domain of mental health (stress, depression, loneliness, fear, mental illness, grief and suicide). Calls for traditional county service assistance (housing, information, and transportation) comprised approximately 10% of all calls. Additional information regarding volunteer training, methods for determining call categorization, and final call disposition was unavailable so the data is limited and should be used to indicate one aspect of help-seeking behavior in Lake County. It clearly reflects a trend toward the need for mental health support.

Summary

Although each of the previous studies incorporates a unique vantage point with regard to the Lake County assessment, there are three trends that are consistent across all six studies as follows:

- First, there is lack of service coordination across the health and social services sector in Lake County. In spite of a comprehensive county database of service providers, residents do not feel confident that any services they receive will be synchronized by providers with services they are eligible for or require for other needs. This disconnection may be resulting in a lack of trust on behalf of the citizens and high levels of frustration on behalf of the providers.
- Second, there is substantial deficit in the area of health care resources. There is a significant deficit in the number of specialized doctors and in the monies available to supplement health care for the underinsured. These shortages of money and personnel pose a significant threat to the future health status of Lake County.
- Third, it is very clear from a review of the prior studies, that there is a lack of perceived access to those services and resources that are currently available. This is very problematic for a rural county because when social services are based in a community miles away from the need, barriers to access such as transportation and/or cultural sensitivity become critically important issues that need to be addressed.

SECTION II: LAKE COUNTY DEMOGRAPHIC INFORMATION

The following section will include basic health indicators for Lake County and a demographic portrait divided into three areas; the southern, middle, and northern areas of the county. Demographic information will be provided town-by-town for each area. A demographic summary table, and additional tables with information on households with children, income, age crime rates, economic information and limited English proficiency, will follow the town-by-town discussion.

Lake County Health Indicators

A large number of households (37.6%) in Lake County are headed by a person 65 or older (compared with a statewide pattern of 27.2%). As of 2005, 12.6% of the residents of Lake County were 75 years and older (Florida Housing Data Clearing House data). While the numbers are expected to increase to 39,536 by 2010, the percentage of older adults is expected to remain the same. Persons age 63 to 84 represent 34.4% and 85 and older represent 3.3% of the population. The number and percentages of individuals over 75 is important because many of the health problems related to aging begin to increase at this age. Among persons age 67 and older, 37% were likely to have a disability (U.S. Census, American Community Survey).

The State of Florida has identified the following groups as especially vulnerable and at high risk of being under or uninsured:

Hispanics	24%
Adults between 18-44	29.3%
Individuals who have never married	40.8%
Persons with less than a high school education	33.6%
People with lower levels of income (less than \$25,000)	3.9%

*** source:http://www.doh.state.fl.us.disease_ctrl/epi/BRFSS_Report?BRFSS_Indux.htm*

In addition to the risk factors above, the Florida Health Insurance Study (2005) found that 20.4% of Lake County residents under age 65 were uninsured in 2004, slightly higher than the Florida state average of 19.2%.

The health indices presented in Appendix E illustrate a variety of concerns for Lake County residents, from those typically associated with an older population in the community (for example, strokes, cardiac, and prostate disease) to those associated with adolescents (teen births) and infants (post neonatal death rate). The web page cited also has additional information regarding health indices (county death rate and health care coverage) that reflect a positive position for Lake County in comparison to that of the state. It also has information on the specific rates of health problems (county and state levels), death rates, access to health insurance and health care.

County Demographic Portrait by Community

Lake County is a complex entity that combines rural and urban areas. It is adjacent to a major metropolitan area (Orlando) and some parts of the county have become bedroom suburbs for those who work there. Other parts of Lake County remain very rural and there are sections that are devoted to mobile home parks. The rapid growth in Lake County, especially in some areas, creates a “moving target” when planning for services. It is important to note, that through the use of Sperling’s Best Place data, an attempt has been made to provide the most recent information reflecting areas where the most significant demographic changes have occurred. There have been changes in some of the communities in Lake County that are not reflected in the Sperling’s Best Places data base.

Lake County had an estimated population of 290,435 in 2006, with slightly more women than men. The population is more heavily concentrated in the older age groups (37.6 % - 65 years and older) than youth (21.5% - ages 19 and under). In terms of racial/ethnic membership, approximately 87% of the population is White, 8.4% is Black, and 9.8% are Hispanic with small numbers of Asians and Native Americans. The overall poverty rate in Lake County is 10%, with 21% of children living below the poverty level compared with 5% of persons older than 65 (U.S. Census, American Fact Finder). Poverty rates of single mothers with children are especially high (49.9% for those with children under age 5 and 36.9% for those with children under the age of 18). Forty-seven percent of the households received Social Security. (See Appendix A for additional poverty information).

Lake County is a mosaic of very diverse individual communities. The following section presents a profile of specific communities to be used for the purpose of identifying potential needs and resources within those same communities. The profile will include incorporated communities as well as the major housing developments in the area. Sources for this information include: Sperling’s Best Sources (<http://www.bestplaces.net/docs/About>), the US Census and Florida Population Studies (Bureau of Economic and Business Research, University of Florida; Florida Housing Data Clearing House), and the Florida Department of Law Enforcement web site: www.fdle.state.fl.us) Note: the numbers given for the percentage of persons who are identified as Hispanic varies depending on the source of information. Persons who are Hispanic can also be represented within White or Blacks. We are using the Sperling’s Best Places data base. This is also the source of information for family size, household and per capita income, crime rates, household size and children in households. Information regarding population size was updated during the course of this study as the data base information was updated. The population of Clermont is based on the Florida Department of Legal Enforcement and confirmed by the Clermont Police Department. Crime rates per 100,000 are based on the record of offenses submitted to the Florida Department of Law Enforcement (www.fdle.state.fl.us).

The following section describes communities in Lake County as they are geographically clustered in the South, Middle, and Northern areas. Communities are described in terms of their population, age, household size, racial/ethnic profile, income levels, crime status, and relevant school data including free/reduced lunch and students with limited English proficiency (see Appendix B for Lake County school demographic information). A list of community services follows this description. The list of services is derived from the Lake County Services posted on

the web page of the Lake County Department of Community Services. The location of services is especially important in Lake County because of its relatively large size compared to the population and the previously identified problems with transportation. (See Appendix C for a complete breakdown of services by community.)

Southern Lake County

Mascotte/Groveland

Mascotte and Groveland are adjacent communities with some similar demographic features including a relatively young population comprised of many families with children. This is an area that has experienced rapid population growth. Groveland has experienced a 146% growth since 2000 (the second highest in the county). Mascotte has also grown rapidly with a growth rate of 87%. The per capita income levels are relatively low but there is no major concentration of families in the below \$25,000 income level. Crime rates in both communities are 4. Compared with most of the other communities in Lake County, they have relatively large proportions of individuals from minority groups: Mascotte (the majority of residents are Hispanic) and Groveland with almost 20% Black and 10% Hispanic. Because of their proximity to one another, residents are potentially able to share social services.

Mascotte

Mascotte is located in southwestern Lake County. As of 2007, the population was 5028—representing significant growth since the 2000 census—2430. It has already surpassed its projected 2111 population. Mascotte has the youngest median age of any community in Lake County—26.5 years. There are 35% of the population 17 years and younger while only 6% over 65 and 2.5% 75 and older. It also has one of the largest medium household sizes 3.3 with 47% of the households that include children. It is also unique in terms of the large number of Hispanic residents: 55.72%. This represents an increase from 32.1% in 2000. Many of these families came here originally to work in the agricultural sector. In terms of the general patterns: 54.6% are White, 4.74% are Black, .82% are Native American, and 39.2 % indicate Other (many probably Hispanic). In terms of crime, the city is rated 4 for both property and violent crime (scale from 1-10 with 10 best the worst). The median family income is \$37,190 with a per capita income of \$14,024. Mascotte is served by a single charter elementary school in which 73.6% of the children receive either free or reduced lunch. It has the highest percentage of children with limited English proficiency 23.8%.

The following information is not specific to Mascotte but given the large number of Hispanic individuals in the community, it is important to note that, in Lake County, Hispanic individuals were the most likely to report having either “no health care coverage” (24%) and/or “no personal health care providers” (45.2%). On the other hand, they were less likely to report being able to get medical care in the past 12 months (3.4%-compared with 7.1% whites).

Groveland

Groveland is located in southwestern Lake County. As of 2007, the population was 5,812, reflecting a growth rate of 146% since 2000. Groveland is projected to grow substantially within the next five years. The population has a median age of 32.5 with 34% of the households with children. Individuals who are 17 years old and younger represent 21% of the population and those 65 years and over represent 24% and 11% of the population are 75 and older. The median household size is 2.8. From a racial/ethnic perspective, 67.5% are White, 19.8% are Black, 0.65% are Asian, 10.52% are Hispanic, and 1.24% claim Other. In terms of crime, both property and violent crime are ranked at 4. The median family income is \$44,361 with a per capita income of \$17,379.

The schools in Groveland report the following % of children receiving free and reduced lunch: Groveland (50.7%) and Treadway (39.1%) with these children with limited English proficiency: Groveland 13.6% and Treadway 5.4%.

Clermont/Minneola

Clermont and Minneola are adjacent communities in this rapidly growing area of the county and thus the residents are potentially able to share access to services. Family incomes tend to be relatively high in these communities and the new housing developments are geared for relatively high income families. As a result, this increase in numbers might not translate into as greater need for services than if the growth was due to individuals with more socio-economic needs. Minneola tends to be a younger community with a larger portion of families with children than is Clermont. Clermont has a higher crime rate. Minneola has a substantially larger proportion of members of minority groups than does Clermont. Services are typically located in Clermont.

Clermont

Clermont is located in the southern central portion of Lake County. It is a **rapidly growing community** of 22,097 people compared with 9,335 in 2000. The rapid growth is reflected in the fact that the basic sources of information regarding Clermont still have the population listed as under 11,000 people. In addition, there are also large developments of expensive homes being built on the outskirts of Clermont. Some of the following information might be inaccurate due to the rapid growth that has occurred. The median age in Clermont is 48.3 years and 19% of the households include children. The median household size is 2.2 people. Children 17 years and younger represent 17% of the population while those 65 years and older represent 29% with 14% 75 years and older. In terms of demographics, 83.5% are White, 10.9% are Black, 1.29% are Asian, and 3.76% are "other" with 8.1% indicating Hispanic. Crime rates for violent and property crime are 4. The median income for families in Clermont is \$47,228, with a per capita income of \$23,196. (Note, families living in the new area developments will need to have relatively high incomes).

Clermont is served by several schools. Their free and reduced lunch rates include: Clermont (48.3%), Lost Lake (30.4%), Pine Ridge 45.3%). The rates of children with limited English proficiency include: Clermont (7.7%), Lost Lake (6.6%), and Pine Ridge (12.2%).

Minneola

Minneola is located just north of Clermont. In 2007 the population was 8,999 compared to 5,435 in 2000. The median age is 37.6 years. The average household size is 2.93 people with 42% of households with children. Children 17 years and younger represent 30% of the population while those 65 years and older only 8% and 75 years and older 4.25%. The racial/ethnic profile includes; 84.7% White, 7.39% Black, 2.05% Asian, 0.36% Native American, and 16.1% Hispanic. The median household income is \$54,886 with a per capita income of \$22,895. The crime rates are 1 for property and 2 for violent crime. Minneola Elementary School has a free/reduced lunch rate of 34.1% and 7.1% of the children have limited English proficiency.

Montverde (Along RT. 455)

Montverde has a population of 994 people (compared with 882 in 1000). The median age is 40.9 years and 27% of the households have children. The average household size is 2.54. Housing in Montverde is substantially higher than Lake County in general (median cost is \$555,000 and the cost of living is also 24.8% above the national average while most of the Lake County communities are below the national average. In terms of demographics, the 96.27% are White, 1.99% are Black, 0.48% are Asian, 0.019% are Native American, and 2.18% are Hispanic. The median family income is high for the county - \$53,663 with a per capita income of \$23,695. The crime rate of both property and violence is 3.

Central Lake County

Howey in the Hills

Howey in the Hills is located in central Lake County. It has a population of 1,157, an increase since the 2000 census—958. The median age is 45 years and 26% of the households include children. Children 17 years and younger represent 21% of the population while individuals 65 years and older represent 24% with 75 and older representing 11%. The average family size is 2.4 people. Ninety-six percent of the population of Howey in the Hills is White, 61% are Black, 9% are Native American, and 3.2% are Hispanic. The crime rates are 1 for both property and violent crime. The median family income is relatively high, \$58,959, and per capita income is approximately \$26,000.

Yalaha (NW of Howey in the Hills)

Yalaha has a population of 1769 people. The median age is 50.8 and 18% of the households include children. Individuals 17 years and under represent 16% of the community while 30% are 65 years and older, and 14% are 75 years and older. The median household size is 2.16 persons. Eighty-two percent are White, 7.65% are Black, 1.15% are Asian, 0.06% are

Native American, and 7.07% are Hispanic. The median family income is \$34,953 with a per capita income of \$20,459. Although the Yalaha median family income is about the same as many other county communities in Lake County, and 33% of the community have incomes \$25,000 and lower, the cost of living is higher than the national average (13.6%) and the cost is reflected in the median cost of houses of \$450,000. Given the age of the population, these lower incomes paired with cost of living might imply that many are living on investments in addition to current incomes. Although Sperling's lists the property and violent crime rate as 5, the Lake County Sheriff's Departments indicates that the community is viewed as a safe one with a low crime rate.

Astatula

Astatula is located in central Lake County (almost midway between Taveres and Clermont). It has a population of 1,649 people. The median age is 36.3 and 33% of the households include children. Individual 17 years and younger represent 27% of the population while 65 years and older represent 22% and 6.5% are 75 years and older. The median household size is 2.6. The racial and ethnic profile is 84.7% are White, 1.94% are Black, .3% are Asian, 0.61% are Native American, and 22.2% are Hispanic. The crime rate is 5 for violence and 6 for property. The median family income is \$37,932 with a per capita income of \$17,268.

Leesburg/Fruitland Park

Leesburg and Fruitland Park are located adjacent to each other and thus residents can potentially access services located in the other community. County data, based on the 2000 census, reveals that the area, which includes Leesburg and Fruitland Park and the incorporated areas in between these communities and stretching to the border, have the highest poverty rates in the county. Both communities tend to have a relatively young median age. Fruitland Park has a larger proportion of households with children while Leesburg has a larger percentage of individuals over the age of 65 years. Compared with Fruitland Park, Leesburg has a much larger proportion of members of minority groups.

Surrounding Leesburg are several large (over 1000 homes) communities for residents 55 and over with homes in the mid \$200,000 to \$300,000 range. These are gated communities and the residents are not reflected in the following description of Leesburg. As indicated above, there are also a large number of mobile home/manufactured home communities in the area surrounding Leesburg that are primarily for individuals 55 and older (actual population in the 60's and older).

Leesburg

Leesburg is located in west central Lake County. It is the second largest city in Lake County with a population of 19,835 individuals (compared with 15,956 in 2000). Until the recent rapid growth of Clermont, it was the largest community in Lake County. The median age is 39.1 with 24% of the households with children. Individuals 17 years and younger represent 24% of the population while those 16 years are older represent 25% and those 75 years and older comprise 16% of the total population. The median family income is \$30,655 with a per capita

income of \$17,839. Leesburg has the highest portion of families with annual incomes below \$25,000 (45%) as well as another 15% below \$35,000. sixty-one percent of the population is White, 33.4% Black, 1.9% Asian, .32% Native American, 3.3% Other, and 5.7% describe themselves as Hispanic. Rates of both violent and property crimes are 6—the highest in the county.

The school free and reduced lunch percentages in the elementary schools are 67.5% for Beverly Shores and 65.7% for Leesburg Elementary (previously Dabney). Almost five percent of the Beverly Shores students have limited English proficiency and 6.9% of the Leesburg students have limited English proficiency.

Fruitland Park

Fruitland Park is located in west central Lake County. It has a 2007 population of 3,537 compared with 3180 in 2000. The median age is 35 years and 39% of the households have children. Individuals 17 years and younger are 26% of the population while those 65 year and older are 11.75% and 5.75% are 75 years and older. The median family income is \$43,872 with a per capita income of \$19,679. Median household size is 2.7. The demographic pattern includes 85% White, 10% Black, 0.2% Asian, 0.59% Native American, and 3.4% Hispanic. Rates of both violent and property crime are 2.

Fruitland Park Elementary School has a free and reduced rate of 54.7% with 3% of the students with limited English proficiency.

Tavares/Eustis/Mount Dora

Tavares, Eustis, and Mount Dora represent a triangle of communities with Eustis in the middle. Residents in these communities can potentially access services in the other communities. The three communities have about 1/3 of their households living in relative poverty (below \$25,000). Compared with the other two communities, Tavares has the highest median age and the smallest proportion of individuals who belong to minority groups.

Tavares

Tavares is located in east central Lake County. It has a population of 12,802 compared with 9642 in 2000. The median age is one of the higher ones in the county—54.7 years. There is also a large gated community for individuals 55 and older on the outskirts of Tavares. These three communities have the lowest rate of children 17 years and younger (14%) and the highest percentages of individuals 65 years and older (37.8%) and 21% who are 75 years and older. The median family size is 2 with 16% of the households with children. In terms of demographics; 86.7% are White, 9% are Black, 0.39% Native American, 1.34% are Asian, and 4.7% are Hispanic. The median family income is \$35,836 with a per capita income of \$25,844. Tavares is one of the communities with a relatively high proportion of families with an annual income below \$25,000 (35%). The crime rate for both property and violent crime is 2.

The Tavares Elementary School has a free and reduced rate of 51.9% and 4.4% of the children have limited English proficiency.

Mount Dora

Mount Dora is located East Central Lake County. It has a population in 2007 of 10,632 compared with 9411 in 2000. There is also a large gated community for persons 55 and older on the outskirts of Mount Dora. The median age is 46.2 years. Individuals 17 years and younger represent 20% of the population, while those 65 years and older represent 26%, and 16% are 75 years and older. The median family size is 2.2 with 20% of households with children. In terms of demographics, 75% are White, 20% are Black, 1% are Asian, .19% are Native American, and 9.6% are Hispanic. The median family income is \$40,698 with a per capita income of \$23,279. Mount Dora is one of the communities with a relatively high proportion of families with an income below \$25,000 (32.5%). The crime rate for both violent and property crime is 5.

The free and reduced lunch rate for Triangle Elementary is 64.6% with 10.7% having limited English proficiency. Round Lake (that is a feeder school for Mt Dora HS) has a free and reduced lunch rate of 43.8 and 11.7%.

Eustis

Eustis is located in Central Lake County. It is the third largest city in Lake County with a 2007 population of 18,305 (15,059 in 2000). The median age is 40.7 with 23.5% of the households with children. Individuals, 17 years and younger, represent 23% of the population, while 25% are 65 and older, and 15% are 75 years and older. The median family size is 2.3. In terms of demographics, 74.5% are White, 19.7% are Black, 9.6% are Hispanic, 0.94 are Asian, and 0.39% are Native American. The median family income is \$36,042 with a per capita income of \$21.413. Eustis is one of the communities with a relatively large portion of families with income below \$25,000 (34.5%) The crime rate of property crime is 3 and 4 for violent crime.

The school free and reduced lunch rates vary. Eustis Elementary has a free and reduced lunch rate of 55.1%, Eustis Heights of 68.5% and Seminole Springs has 39.9%. The percentage of children with limited English proficiency at Eustis Elementary is 8.8%, Eustis Heights 9.5%, and Seminole Springs 5.4%.

Sorrento

Sorrento is a community in East Central Lake County. It has a population is 1,005. The median age is 34.3, and the median household size is 2.78, with 35% of the households with children. Individuals 17 years and under represent 26% of the population while those 65 and older represent 9%, and 75 and older represent. The demographic patterns include 89.5% White, 0.45% Black, 0.55% Native American, and 22.1% Hispanic. The median family income is \$53,611 with a per capita income of \$18,029. The property and violent crime rates are 4.

Northern Lake County

Lady Lake-The Villages

Lady Lake is located at the western border of Lake and Sumner Counties. The information for incorporated Lady Lakes does not give the full picture of the area because it also includes the unincorporated Villages-a very large adult community that bridges Lake and Sumter County and advertises itself as an active retirement community. Lady Lake incorporated area has a population of 12,962 with a population of 11,830 in 2000. The median age in the community is the highest in the county at 68.7% with only 7% of the households with children (substantially the lowest in the county). Individuals 17 years and younger represent only 9% of the population, in contrast to 63% for those 65 years and older and 27% who are 75 years and older. The average household size is also the lowest in the county, 1.9. Lady lake is primarily a white community with 95.5% White, 3.7% Black, and 2.6% Hispanic, The crime rate is 1 for both violent and property crime. The median family income is \$38,398 with a per capita income of \$26,374. The Villages Elementary school has a free and reduced lunch rate of 52.3% with 4.4% of the children with limited English proficiency.

Umatilla

Umatilla is located in north central Lake County. The population is 3,501 with a 2000 population of 2,143. The median age of the community is 38.4 with 29% of the households with children. Individuals 17 years and younger represent 22% of the population while those 65 year and older represent 20%, and those 75 years and older are 11% of the population. The average household size is 2.5. The average household income is relatively high - \$58,959, with a per capita income of \$26,374. In terms of demographics, 92.5% are White, 3.7% are Black, 0.4% are Asian, 0.28% are Native American, and 6% are Hispanic. The crime rate is 6 for violent crime and 4 for property crime (although a conversation with the Umatilla Police Department indicated that a center for girls that has been closed was responsible for a major portion of this crime). Eustis, and the services located there, is the closest community.

Umatilla Elementary School has a free and reduced school lunch rate of 47.4% and 5.5% of the children have limited English proficiency.

Summary of Demographic Data

Demographic data for this portion of analysis was drawn from multiple data sources. The Property and Violent Crime Rates are based on Sperling's Best Places. The Offense Rate per 100,000 is based on 2006 reports to the Florida Department of Law Enforcement. The Offense Rate per 100,000 of Lake County in general is 3,397 and for the Lake County Sherriff's Office it is 2,879. Offense data includes: murder, forcible rape, robbery, aggravated assault, burglary, larceny, and motor vehicle theft. Information about crime patterns in some of the key communities is supplemented in the discussion by interviews with law enforcement personnel. (See the Summary Table of Demographic Data on the next page and Demographic Excerpts of Note on subsequent pages.)

Summary Table of Demographic Data

Location	Population 2007	Pop. change since 2001	Pop. change predicted by 2011	Median Age 2006 in years	Households w/ children	Free/Reduced Lunch	Limited English Proficiency	% Pop Hispanic
Astatula	1,649	27.43%	1.33%	36.3	33%	40.8%	9.5%	14%
Clermont	22,097	136.71%	27.63%	48.3	19%	Clermont 48.3% Lost Lake 30.4% Pine Ridge 45.3%	Clermont 7.7% Lost Lake 6.6% Pine Ridge 12.1%	8.10%
Eustis	18,305	21.56%	4.23%	40.7	24%	Eustis 55.1% Eustis Heights 68.5% Semin. Sprgs. 39.9%	Eustis 8.8% Eustis Hght 9.5% Semin. Sprg 5.4%	5-10%
Fruitland Park	3,537	11.23%	7.77%	35	39%	54.7%		3.40%
Groveland	5,812	146.27%	10.46%	32.5	34%	Groveland 50.7% Treadway 39.1%	Groveland 13.6% Treadway 5.4%	10.50%
Howey-in-the-Hills	1,157	20.77%	14.09%	45	26%			3.20%
Mascotte	5,028	106.91%		26.5	47%	73.6%	23.8%	
Minneola	8,999	65.57%	6.48%	37.6	42%	34.1%	7.1%	8%
Montverde	994	12.70%	50.40%	40.9	27%			2.20%
Mount Dora	10,632	12.97%	19.65%	46.2	20%	Triangle 64.6% Round Lake 43.8%	Triangle 10.7% Round Lake 11.7%	5-10%
Leesburg	19,835	24.31%		39.1	24%	Beverly Shores 67.5% Leesburg 65.7%	Beverly Shores 4.9% Leesburg 6.9%	5.70%
Sorrento	1,005			34.3	36%			
Tavares	12,802	32.77%	10.05%	54.7	16%	51.9%	4.4%	4.70%
The Villages	12,962	9.57%	4.15%	68.7	7%	52.3%	4.4%	2.60%
Umatilla	3,501	63.37%		38.4	29%	47.4%	5.5%	4%
Yalaha	1,769			50.8	18%			7.70%

Demographic Excerpts of Note

The following excerpts illustrate possible current or future needs drawn from community patterns.

➤ **Households with Children**

Community	% of Households with Children
Mascotte	47%
Minneola	42%
Fruitland Park	39%
Sorrento	36%
Groveland	34%
Astatula	33%

**all remaining communities have fewer than 30% of the households with children*

➤ **Households with highest rates of families with incomes below \$25,000**

Community	% of Households with Income <\$25,000
Leesburg	35 %
Tavares	45 %
Eustis	34.5 %
Mt Dora	32.5 %
Fruitland Park	25 %

**all remaining communities have fewer than 25% of households below \$25,000*

➤ **Median Household Income (below \$40,000)**

Community	Annual Household Income
Leesburg	30,655
Eustis	36,042
Mascotte	37,190
Astatula	37,932
Lady Lake	38,398 (small household size of 1.9)

➤ **Median age 45 or older**

Community	Median Age 45 or older
Lady Lake	68.7
Tavares	54.7
Yalaha	50.8
Clermont	48.3
Mt Dora	46.2
Howey in the Hills	45

➤ **Communities with High % of individuals 65+ years and 75+ years old**

Community	% residents aged 65 +	% residents aged 75 +
Lady Lake	63 %	27 %
Tavares	38 %	21 %
Yalaha	30 %	14 %
Clermont	29 %	17 %
Mount Dora	26 %	16 %

➤ **Communities with Highest Crime Indices** (from Sperling's Best Places)

Community	Property Crime Index	Violent Crime Index
Leesburg	6	6
Astatula	6	5
Yalaha	5	5
Mt Dora	5	5
Umatilla	4	6

*Ranking scores from 1-10 with 10 corresponding to the highest crime rates.

** Property crime includes offenses of burglary, larceny-theft, motor vehicle theft, and arson (no force or threat with offenses)

** Violent crime includes murder and non-negligent manslaughter, forcible rape, robbery, and aggravated assault.

➤ **Students with limited English Proficiency**

Community	% of students with limited English proficiency
Mascotte	23.8%
Groveland Ele	13.6%
Mount Dora	
Round Lake	11.7% <i>*feeder school for Mt Dora HS</i>
Triangle	10.7%

➤ **Free and Reduced Lunches**

Community	% Students Receiving Free/Reduced Lunch
Mascotte	73.6%
Eustis	
Eustis Hts	68.5%
Eustis Ele	55.1%
Leesburg	
Beverly Shores	67.5%
Leesburg	65.7%
Mt Dora (Triangle)	64.6%
The Villages Ele	52.3%
Groveland Ele	50.7%

Discussion

As indicated earlier, 37.6% of the population of Lake County are 65 years of age or older. This means that all of the social services and health organizations must provide age specific programs and services expressly to address the needs of the seniors living in Lake County. The geriatric population of Lake County, must to some extent, drive the funding for services to meet the needs that are a result of the limitations that seniors face as physical and mental capabilities decline, including access to reliable transportation, in home services, health navigators to ensure optimum access to the healthcare system, appropriate mental health diagnosis and support, home delivery food programs such as Meals on Wheels, etc. In addition, since the percentage of individuals without a high school diploma is 33.6%, there is another significant need for English As a Second Language (ESL) programs, jobs training programs, and GED programs throughout Lake County.

Because of the wide diversity in population between communities located in Lake County, specific percentages related to age, racial/ethnic group membership, and income levels do not give an accurate picture of the needs and resources within specific geographic areas, so it is important that service planning needs be community-specific as well as county-wide. Any discussion concerning the communities in Lake County is further complicated by the presence of a large number of mobile home/manufactured home parks that are scattered throughout the county. A telephone survey of a number of these communities (that excluded centers with names like “Resort or Fishing Camp”) revealed that many of these communities are not located within an incorporated city. As a result, their residents are not included in the community-based demographic profiles. The residents of these parks tend to be over the age of 55 (most in the 60’s). As a result, the median age of individuals living in the more rural areas is likely to be older than the median age of those living in neighboring cities. This is particularly true of a community, such as Leesburg. Many of the (at least 27) mobile home parks are located very close to Leesburg, and yet, the official median age is only 39. At least 50% of the mobile/manufactured home park residents are in Lake County for the entire year which means services targeting these individuals must be available year round.

A previous community survey of health needs and status in Lake County, completed by the Center for Community Partnerships (discussed above in Section I, (p.10), identified concerns similar to this study and corroborated the needs of the central Florida community at large. Issues of primary concern in the very short term for Lake County citizens are mental health care access, providers, and information. The Health care focus group also identified a lack of health care insurance as a major health issue in Lake County. Based on these previous reports and the current demographic patterns, rate of population growth and potential provider shortages are also significant concerns facing Lake County.

Southern Lake County

Southern Lake County appears to have the least number of available services and yet has the most significant population increase. Areas such as Mascotte and Groveland have seen population increases from 86% to 146%, which are comprised of families with children (median ages range from 26 to 32) that have a relatively low per capita income level based on free and reduced lunch percentages. In Clermont, Mineola, and Monteverde, however, the median age is higher, between 38 and 48, with significantly more families with children in Mineola. The income levels are also higher (again based on free and reduced lunch percentages). This means that there is a wide disparity of age and income levels among the five larger communities in southern Lake County. This disparity should be reflected in the placement of social services. Healthcare programs also need to be selected to better address the needs of a younger population and an increased percentage of children and families. There are fewer social and health services available to citizens in the southern portion of Lake County, particularly when viewed in relation to the population size of some of the communities. There is a need for a redistribution of resources in the southern portion of the county to ensure equity of access for citizens of all age levels.

Central Lake County

Central Lake County, which includes Howey in the Hills, Yalaha, Astatula, Leesburg and Fruitland Park, reflects a significant dichotomy in age and economic status. Eighty-two to ninety-six percent of the population in Howey in the Hills, Yalaha, and Astatula are white. Age demographics differ greatly, however, ranging from a median age of 36 in Astatula to 51 in Howey in the Hills. In addition, median family incomes in these three localities range from around \$38,000 to \$59,000. Leesburg and Fruitland Park, Tavares, Mount Dora, Eustis and Sorrento all reflect similar percentages in median age and family income. Central Lake County is mostly white and reflects middle to upper middle class income levels. The most critical service issues for this area are the result of several pockets of younger families in local communities in juxtaposition to pockets of senior communities. As a result, health and social services will need to respond more to age related needs rather than economic needs. It is important to point out, however, that the community percentages may not be reflective of the closely located rural populations in Central Lake County. It is also important to note that the majority of both social and health services are located in the central portion of Lake County, resulting in much better access to services for all people living in proximity to central Lake County. However, due to the rural location of many of the mobile home parks, seniors still have need for increased rural public transportation to access services in the central county communities.

Northern Lake County

The two most northern communities in Lake County are Lady Lake – The Villages and Umatilla. Here the median ages in the two communities (69 in Lady Lake and 38 in Umatilla) reflect a significant disparity which means that health and social

services to those communities should be redesigned to meet a wide disparity in age-related needs for residents in those communities. Outreach activities to aid seniors may be one of the most needed service components needed in the northern sector of the county.

Findings and Recommendations

It is recommended that Lake County Community Services consider the following in future strategic planning efforts:

1. Median level data does not reflect the disparate community-based income levels reflected across Lake County, and pockets of low income individuals and families must be identified when considering the placement of social and health services specifically designed to meet the needs of low income citizens.
2. There is a wide disparity in median population ages between individual communities and between citizens located within specific communities and those that are located in more rural areas which means that age-related service needs must also be considered in the placement of health and social services throughout the county.
3. There appears to be a strong correlation between English as a second language and education level and economic status. Programs addressing both ESL and GED needs should be considered as part of a long term strategic plan for services.
4. Geographic access to services is not uniform throughout the county. It is apparent that the central Lake County communities have access to a larger number and variety of services than do residents in the rest of the county. As a result, it will be important to consider the balance between efficiency (placing services closest to the highest number of people) and effectiveness when considering the reallocation of services to the southern and northern areas of the county.

SECTION III: COMMUNITY FOCUS GROUPS

The identification, scheduling and implementation of the four area focus groups represented a collaborative effort between the Lake County Department of Community Services and the Center for Community Partnerships. Focus group questions were developed by CCP staff. In addition, the Lake County Department of Community Services invited social service providers, health providers, citizens and other human service experts to attend one of four focus groups that were then held in Lake County during July and August 2007 as follows: Elder Affairs – July 19; Children and Families – August 15; Human Services Housing and Social Services, August 15; and Health Issues, August 16. The focus groups were designed to target four specific social services areas: Elder Affairs, Children and Families, Housing, Human Services and Social Services and Health organization.

The purpose of the four focus groups was to identify current service needs, currently available services, and gaps in social services within Lake County. The focus groups responded to the following five questions (See Appendix D):

- What are the current social service needs for residents of Lake County?
- What are the services that are currently available to meet the needs of residents?
- What, if any, are the gaps in terms of available services?
- Given limited resources, what are the priorities in terms of needed services?
- What other groups should be contacted that can help us identify needs and potential resources?

As a part of the focus group process, the larger groups were divided into smaller, break out, groups in order to ensure maximum participation from each person attending the focus groups. A CCP facilitator appointed a facilitator at each breakout table and asked that each questions be addressed and that everyone's ideas and responses be recorded for presentation to the entire focus group. The CCP staff member was available to answer questions and support each breakout group. The answers to the questions that were generated by the smaller groups were then presented to the entire focus group for further discussion and prioritization (See Appendix E).

The prioritization process included the use of group consensus building. Each breakout table placed their answers on flip charts. Then, the entire focus group prioritized each response based on 1 for high priority, 2 for moderate priority and 3 for low priority (See Appendix E). The breakout groups and the prioritization process occurred similarly in each focus group. This was to ensure some consistency and a uniform way to determine social service need priorities across focus groups. The highest priorities of needs across focus groups are presented in the following table. It is important to note that there was an emphasis placed on the importance of service impartiality with a focus on true client needs across the entire county. This emphasis was important due to the inherent conflict between service provider's concerns for their funding needs and presenting an impartial list of the most critical social service needs in the Lake County communities.

Combined Focus Group Results - Priority - 1 Needs

FOCUS GROUP	SERVICES	DESCRIPTION
Elder Affairs	Transportation	<ul style="list-style-type: none"> • Bus Routes in Rural Areas • Safe Roads • More access for rural/seniors • Inadequate
Children and Families	“	
Human Services, Housing and Social Services	“	
Elder Affairs	Healthcare	<ul style="list-style-type: none"> • Medication Management • Access to Doctors, Facilities, Medication • Hospital Patient Advocacy • Medical Mobile Unit • Chronic Disease Education with Home Bound • Follow Up Services • Dental • Physical • Developmental • Improve KidCare Referral Process
Children and Families	Healthcare for Children	<ul style="list-style-type: none"> • Low Income Populations • Seniors • Children • Preventive Health Education • Affordable Health Insurance • Low Cost Prescriptions • Need Better Communication of Available Services • Vision • Hearing • Physical • Mental • Need Outreach Coordinator • Increase Numbers • Parks and Recreation • Supervised Recreation • Prevention Programs • Treatment Programs • Mental Health Counseling • Suicide Prevention • Medical • Regular • Increase in Number • 911 • Emergency Response Units • Police • Affordable Housing for Low Income Populations • For Seniors
Human Services, Housing and Social Services	Affordable Healthcare	
Health Services	Affordable Healthcare	
Elder Affairs	Resource Directory	
	Disabled Services	
Children and Families	Outreach Coordinator	
	Crisis Response Teams	
	After School/Weekend Programs	
	Substance Abuse/ Mental Health	
	Foster Care Homes	
Human Services, Housing and Social Services	Emergency Services	
	Housing	

Discussion

All four focus groups prioritized the need for additional, and accessible, alternative transportation options across age groups and areas of the county. The focus group members emphasized that there is a specific need for increased bus routes, particularly to the rural areas, and that those same buses need to be able to accommodate seniors. Transportation was perceived as a significant barrier for seniors, and children and families facing the challenges of having no personal transportation options. The rural nature of much of Lake County, in addition to infrequent and inaccessible alternative transportation, has created significant barriers to individuals lacking other transportation option, as they try to access healthcare, social or governmental services, and daily tasks of living such as grocery shopping, etc.

Each of the focus groups also prioritized healthcare as a critical issue for people of all ages, with a particular emphasis on affordability and accessibility. The Elder Affairs focus group identified some key concerns regarding healthcare for seniors including medication management, access to healthcare facilities and doctors, medication management, in home medical support, and most importantly, someone to provide patient advocacy with health professionals in the hospital setting. It appears that many seniors experience significant confusion when involved with many aspects of the healthcare system, particularly in hospital emergencies. As a result, they desperately need an advocate to ensure that they receive the treatment that they need, who can explain the need for the treatment, reasons for specific procedures, medication information, and who can ensure that there is someone to help with follow up treatments.

The Children and Families focus group members had very specific concerns about healthcare for children. They discussed the need for follow up medical services for children and expressed great concern about access to preventative medicine such as dental care, annual physical exams, and developmental evaluations. There was also concern about the KidCare referral process and the lack of information for families who qualify for KidCare. The Human Services, Housing and Social Services focus group and the Health Services focus group both expressed concerns about healthcare access for low income populations including seniors and children, preventative health education, and affordable health insurance and medications.

There were some population-specific needs that were identified by particular focus groups. The Elder Affairs focus group identified the need for additional services for the disabled in the medically needy areas concerning limited vision, lack of hearing, reduced mental competency and mental illness in the elderly such as depression, and physical disabilities. In addition, this focus group was very concerned about the need for a comprehensive resource directory and the need for a centralized service coordination entity that would have the ability to inform patients and clients about services, ensure that they are able to access those same services, and have the support to understand their medical responsibilities such as getting and taking medication and scheduling appointment follow ups.

The Children and Families focus group had several additional priorities focusing specifically on the needs of children:

- the need for an increase in the number of crisis response teams;
- the need for an increased number of supervised recreation programs after school and on weekends – particularly through Parks and Recreation;
- the need for a significant increase in substance abuse and mental health programs for children and youth including prevention, treatment, counseling and suicide prevention programs; and
- the need for additional foster care homes including regular and medical foster care facilities.

The Housing and Human Services and Social Services focus group identified two additional high priority needs:

- the need for increase access to emergency services including additional emergency response units, additional police to respond to emergencies, and a more responsive 911 service; and
- the need for more affordable housing for low income populations, specifically seniors.

There were many more priorities identified by the focus groups (See Appendix E), but they varied significantly from group to group. The Elder Affairs focus group identified access to healthy food, respite care, crisis care assistance, the elimination of waiting lists for services, homebound assistance, and rural access to services as their moderate level priorities. They identified low income housing, help with financial management, legal aid, retirement support, emergency notification, bi-lingual services, and pedestrian safety and their low level priorities.

The Children and Families focus group identified youth mentoring programs, more community facilities and increased interagency collaboration and the moderate level priorities. They identified low income housing, community safety, the need for more volunteer programs, child abuse education for professionals such as teachers and physicians, cultural diversity training, domestic violence programs and increased access to services through technology as the low level priorities.

The Human Services, Housing and Social Services focus group identified financial management training to teach credit management, financial goal setting, and budget management, volunteer programs providing mentoring, cultural diversity training for professionals, 211 services and jobs that pay a living wage as their moderate level priorities. They identified the need for more foster care facilities and increased community leadership to solve community problems as their low level priorities.

The Health Services focus group identified transitional housing for the homeless, 24 hour primary care access, and drug rehabilitation services for you as their moderate level priorities. They also identified the need for a jail diversion program, additional medical volunteers, additional safe recreation areas, additional law enforcement officers in high crime areas, a centralized listing of community resources and centralized case

management services across programs to ensure a continuum of care for clients and patients.

It is apparent, that the high priority service needs identified by all of the focus groups encompass the need for increased access to critical health and mental health services for low income individuals and families. Transportation is clearly a key component as is service access regardless of the type of service needed. The largely rural aspect of Lake County makes it much more difficult for those without personal transportation options to cover the distances necessary to access services on a regular basis. It is important to mention, within the context of access to services, that based on the information from prior studies in addition to the demographic and school data available in this report (see Appendices A and B), that Lake County may be facing a healthcare provider shortage which could also affect access to healthcare in particular. This is particularly true for many of the smaller, more rural, communities in Lake County.

It is also important to note that the moderate and lower priority needs identified by the focus groups could be grouped into specific categories: volunteer mentoring programs to help all at-risk populations from children to seniors; specialized training for professionals, such as teachers and physicians, concerning a variety of issues such as domestic violence, child abuse, the special needs of the elderly, and diversity; programs and facilities for children in the system such as additional foster care programs and facilities; crisis care for abuse victims; respite care for family caretakers; and increased community safety. The focus group members suggested that there is a great call for community leadership to address broad scale community needs and to help facilitate a comprehensive approach to solving community issues across the county (see Appendix E).

Recommendations

The primary recommendations derived from the four focus groups are as follows:

1. There is a significant need for additional, and accessible, alternative transportation options across age groups and areas of the county. The focus group members emphasized that there is a specific need for increased bus routes, particularly to the rural areas, and that those same buses need to be able to accommodate seniors. It is recommended that Lake County Community Services work with other county entities to explore ways in which alternative transportation can be increased for rural and at-risk populations.
2. Each of the focus groups also prioritized healthcare as a critical issue for people of all ages, with a particular emphasis on affordability and accessibility. It is recommended that Lake County Community Services work with healthcare providers to facilitate strategic planning to address the issues facing at-risk populations such as the need for affordable and accessible healthcare options at all intervention levels from primary to critical care.

3. It is also recommended that Lake County Community Services facilitate the creation of a coordinating body that can oversee the development of a comprehensive, centralized information, referral and case management system for Lake County.

SECTION IV: COMMUNITY SURVEYS

The community surveys were developed by the CCP research team in partnership with Lake County Community Services staff. The surveys asked the following questions and in addition asked for specific service related information (see Appendix G):

- Briefly describe your agency's role in providing services to Lake County residents.
- What are the geographic locations where residents may apply for services provided by your agency?
- Do you partner or collaborate with other organizations in Lake County? Please describe.
- If similar services are available in Lake County, do you have any provisions for preventing duplication of services? Please describe.
- If an applicant for services is not eligible or appropriate for your services, what action do you take?
- Is there any follow-up to assure service needs were met?
- Is there any seasonality to your services, or more demand during particular times of the year? Please explain.

The community surveys were distributed in two ways: surveys were filled out by community providers during the focus group sessions and handed to the Lake County Community Services staff, and the Department of Community Services emailed the surveys to all other county service providers. Forty-nine surveys were completed by representatives of service organizations. The chart on the next page describes the needs and priorities identified in the survey information submitted to Lake County Community Services.

High Level Priorities

Two of the top priorities relate to the infrastructure in the community, although they have important implications for service delivery and needs.

- Transportation - included in transportation were special needs for the elderly, and transportation out of the area)
- Healthcare – access and affordability
- Affordable Housing - this was paired with the need for transitional and shelters for the homeless
- Crisis funds for rent and utilities

Moderate Level Priorities

There was one over arching priority that relates to the community service delivery system:

- Resource Directory - the key need cited was for the development of a source of information regarding services, community and provider information regarding services, information for referrals, referral resources, community awareness regarding services, and the need for a special telephone number.

Current Social Services Needs and Priorities

- Affordable Housing
- Transportation
- Lack of Communication Between Agency and Consumer
- Funding for Services
- Medicare Part D Program
- Shelters for Seniors
- Printed Information for Clients
- Gaps in Urbana and Rural Services
- Exploitation Prevention
- Respite
- Legislative Lobby Support for Seniors
- Marketing for Seniors Programs
- Affordable Day Care for Seniors
- Inter Program Coordination
- DCF Program Access
- Inclusionary Zoning
- Legal Aid
- 211 Information System
- Law Enforcement Education Regarding Senior Issues
- Mobile Bus Management for Seniors

It is also important to note that although Lake County has created both a printable and an online database that provides information on community resources, people were not aware of it. The resource webpage information provided by community resources is updated on a weekly basis. However, until recently this database could only be used online, but it can now be printed. There have been significant challenges in communicating this information to the community at large.

There were other key needs identified in the survey information that related to specific programs and access to services:

- After school programs (also weekends, evenings)
- Emergency funds for housing and other basic needs
- Affordable Housing
- Health care access and services – including access to medications
- Affordable Health insurance
- Mental health counseling - various ages and problems

- Child care (including part time)

Low Level Priorities

Additional priorities that were cited by a smaller numbers of respondents—listed alphabetically within the numbers:

- Community education (prevention)
- Community involvement, including volunteers and funding
- Communication gaps between agencies
- Meal Assistance program extended
- Adult day care (affordable)
- Case management-long term, for low income families
- Crisis counseling
- Elderly services
- ESOL services
- Recreational and social opportunities
- Service providers (increase the number)
- Shelter (over night) for runaway children
- Substance abuse treatment
- Abstinence education
- Child sexual offenders—services
- Children services generally—broaden eligibility
- Dental Care for low income families
- Discharge planning for seniors
- Discharge planning that includes advocacy
- Education regarding financial management, life skills
- Family visitation Center
- Foster homes (more and higher quality)
- Hours of availability of services
- In home program
- Juvenile detention center –local
- Medical equipment companies (durable equipment) offer services to low income families and expand services
- Men’s counseling
- Mentoring and tutoring
- Parenting classes
- Pro bono cases funding
- Respite care for caregivers
- Senior exploitation-services to address
- Senior health programs
- Suicide prevention
- Teachers (more for programs)
- Veterans Services

Social Services Program Information

The community surveys asked a number of agency and program questions to determine such things as service provider roles, locations, partnerships, case management and follow up services, and referrals for ineligible clients (See Appendix H). It is clear from the survey responses that interagency collaborations and partnerships are occurring across programs, but there is no uniform method for case coordination and referral between agencies.

Service Providers

There were forty-nine services providers who submitted community surveys to Lake County Community Services. Those service providers represented agencies and programs from healthcare organizations, funding organizations such as United Way community actions agencies, children's services providers, elder services, mental health and substances abuse services, veteran's services, in home care, disability services, faith-based services of all kinds, education programs, delinquency prevention programs, law enforcement, and residential facilities for children and seniors. Those agencies were able to provide an important view of the service capability of government and non profit organizations in Lake County.

Service Locations

As has been discuss earlier, services tend to be located mostly in the larger communities in Lake County. As a result, people in the smaller communities and in the rural areas of Lake County may have difficulty access the cluster of services located nearest to them. There is a large cluster of services in the southern section of Lake County in Clermont. This means that the other, smaller communities, such as Mascotte, Groveland and Minneola must go to Clermont to access many health and social services. In central Lake County, there are large clusters of services in Leesburg, Tavares, Mount Dora and Eustis. People living in Howey in the Hills, Yalaha, Astatula, and Sorrento must travel to access services in those towns. It is important to note that the majority of services are located in the central section of the county. In northern Lake County, there are no large service centers. People in Lady Lake-The Villages have access to local health services and those living in Umatilla have access to some services that address needs of the seniors living there. Otherwise, people from those areas must travel south to receive most of their health and social services.

Partnerships and Collaborations

As mentioned earlier, most of the agencies and programs across Lake County are partnering and collaborating with others. Healthcare organizations partner with, and refer to, hospitals and other healthcare organizations such as We Care, who receives referrals from clinics and healthcare organizations. In addition, social services organizations refer to and partner with other social services organizations with complementary missions such as Children's Home Society who collaborates with Life Stream and the county court

system. Support programs such as Home Instead Senior Care partner with other in home care and support programs such as Interim Healthcare for private nursing in the home. Collaboration and partnerships between social services and health organizations appear to be area specific and are not either comprehensive or integrated, and don't appear to address comprehensive client needs across the public sector.

Ineligible Applicants

Most of the agencies indicated that if they encountered individuals who did not qualify for their programs and/or specific services, they made every effort to refer those individuals to appropriate programs. This is where the need for a comprehensive information and referral service, both online and 211 phone access. The agencies did not seem to realize that Lake County already has such a service – one that is updated weekly.

Service Follow Up

Case management and follow up with clients to ensure that they were able to access services was haphazard at best. Nineteen agencies indicated that they do follow up with clients, but methods were varied and appeared to be often unreliable. In addition, several other agencies indicated that they provided follow up only of their clients either initiated the action of if there was apparent need for follow up. Some of the agencies used volunteers to provide follow up services. This lack of consistent client follow up could be part of the service coordination issue across the county. In addition, a perceived lack of a county-wide information and referral network might contribute to the inadequate level of client follow up.

Discussion and Recommendations

Based on the information received from the agency surveys, the recommendations are as follows:

1. It is recommended that service locations be assessed in context with access to service issues and that barriers to service access be identified and remediated. This might include increased bus routes for the more rural areas of Lake County, and possibly additional service outreach efforts to the more rural areas of the county.
2. It is recommended that a centralized coordinating organization be developed to address interagency referrals, networking, collaboration and partnerships, and client follow up for services. Lake County lacks an integrated client case management system to reduce systemic breakdowns which are resulting in significant barriers to clients needing specific, and often multiple, services.

SECTION V: COMMUNITY ANALYSIS AND RECOMMENDATIONS

Community Priorities

When looking at community priorities, there are many differences based on the perspective of the individuals involved. Several issues emerged as especially important in the information derived from the surveys and focus groups as follows:

- 1. Public transportation** emerged as important in the surveys and all the focus groups except for health. Lake County is a rural community with limited public transportation and services and while there has been an attempt to locate services throughout the county, important issues of access to as a result of distance remain. *The need for an improved public transportation system also emerges in the 2007 draft of the Lake County strategic planning document. Transportation issues also emerged in the 1999 Access to Care study.*
- 2. Improved access to affordable health care** emerged as either a high or moderate priority in the surveys and the focus groups. Included in this area were: affordable health insurance, a wider range of low cost prescription drugs, longer hours for health services other than the hospitals emergency rooms, accessible medical education). *This item also emerged in the 1999 Access to Care study.*
- 3. Affordable or transitional housing** emerged as important in the surveys and the health and human services/housing focus groups, while it was a low priority for the elderly and the children and family's services focus groups. *The Lake County Housing and Community Development identifies their current waiting list for housing as 2-3 years.*
- 4. Increased mental health and substance abuse counseling** emerged as at least moderately important in the surveys and all the focus groups with the exception of elder affairs. *Supporting the need for mental health services in the community, personal distress as reflected in stress, depression, loneliness, and fear represent the highest number of requests to the Connection Helpline.*
- 5. A resource directory of services** emerged as important in the surveys, the human services/housing, and the elder affairs focus groups. *Improved information regarding services also emerged in the 1999 Access to Care study.*

Analysis of Service Needs and Programs

Lake County has a range of services provided by government, nonprofit health and social service organizations, and the faith based community in Leesburg. In addition to the County Department of Community Services divisions (Children/Family, Health, Elder Affairs, and Human Services/Housing/Social Services), the county also has an active Children's Service Council that has developed a very helpful service directory and provides oversight in terms of services to children. Lake County has a Lake County Shared Services Network that is organized to link educational and other social services agencies in the community. Primary issues identified in this analysis include the need for more **awareness** of available services, **improved access** to those available services, and **succession planning** for probable changes in citizen and health provider demographics.

Lake County faces the challenge of responding to the needs of a widely diverse community that contains both metropolitan and rural areas. It also faces the financial problem currently encountered by all Florida communities in terms of dwindling program support as a result of state budget cuts. The following analysis attempts to address this reality by presenting cost-sensitive and resource-aware discussion and recommendations based on current and projected needs.

Awareness

One of the most significant service needs cited by representatives from all sources in this study was the need for a resource directory. It is interesting to note that the community *has* created a resource directory that is updated on a regular basis. The Lake County Community Resources Guide was developed by the Safe Climate Coalition of Lake County, Inc., working in conjunction with The Connection Helpline and Lake County Shared Services Network. According to Lori Humphrey, Project Manager of the Lake County Share Services Network, this directory can now be either viewed online or printed from the computer for use by community members. The challenge seems to continue to be how best to inform the community about the current availability of this resource (updated most recently on 11/9/07), which can either be printed from the internet or accessed online at [Lake County Community Resource Guide](http://www.lccrg.com/) , (<http://www.lccrg.com/>).

While efforts to establish a 211 information telephone system in the county have not yet been fruitful, two important developments have proven to be valuable in learning about and accessing resources in the community. The work of the Connection Helpline, that is staffed by volunteers and financially supported by dedicated community members, has been invaluable to the community as a telephone and internet-based resource guide and a "listening ear" for community members. It is uncertain what percentage of callers are individual community members seeking help for themselves, friends or family and what percentage are actually professionals seeking help for clients. Similar hotlines have found value in defining caller demographics by their status as a professional helper, or layperson, to gain even more understanding concerning the level of awareness, or lack thereof, that exists in the community.

Access

Distance poses a significant challenge for Lake County with regard to access to services. Improved public transportation has emerged as an important community need as reflected by information from a wide range of sources, previous studies, and the county strategic plan. Unfortunately, current funding cuts at the state level, and increasing gas prices, are likely to result in further decreases in transportation services for those in need. Problems in transportation make the issues of access to services and the location of services an even more critical issue. As a result, county services identified in this analysis are reported by their location to guide further strategic evaluation and consideration (see Appendix D).

Lake County has also witnessed substantial growth throughout the county with significant recent expansion in the southern area. This growth presents both challenges and opportunities for Lake County. While growth in the southern portion has resulted in new services into the county, serious socio-economic problems continue to face residents in several of the older, more established, communities in Lake County. Those communities are not seeing the same responsive growth in services. Poverty, and its attendant problems, continues to be heavily concentrated in the central parts of Lake County. Several of the larger communities in the central area (Leesburg and Mount Dora, for example) face an increasingly complex combination of socio-economic problems that require a high level of service coordination directed toward children/families, economic support, crime reduction, substance abuse, and related health/mental health services. A lack of knowledge concerning where to gain access to referral information, and inadequate access to services, in the central region compounds the problems facing those communities.

As indicated earlier in the focus group data summary, the following priorities emerged from the meetings and survey information taken from community experts. These priorities, which were found to transcend specific communities, include public transportation, improved access to affordable health care, mental health and substance abuse services, and the need for a directory of services. Summary findings from the Connection Helpline supports the need for mental health and counseling services in the community but cannot address the issue of whether or not people were able to receive the treatment that they required once they were informed of their options.

Succession Planning

The health focus grouping this study identified the need for additional health providers in the community. This concern is echoed in the findings of the WellFlorida study that suggest an impending physician shortage in many specialty areas has the potential to become truly disastrous over the next 20 years in Lake County, specifically in the specialty areas of pediatrics and internal medicine. The large number of residents over 65 years of age, and especially 75 years and older (The Villages, etc.) indicates a need for general and specialized health services as well as improved access to these services. While this need is reflected in the current health indices, the high rates of anticipated

retirements of medical providers presented by the WellFlorida report suggests an even more urgent need to look for creative and sustainable ways to recruit these professionals to the area. Given the growth patterns in the county, the loss of providers for both the youngest and the oldest citizens could have devastating effects on Lake County population health status, productivity, and economic stability over the next two decades.

It is also clear that some important issues such as the *increase in the number of individuals with adequate health insurance* are beyond the ability of any one community and/or county to significantly affect. Previous studies support the ongoing need for improved coordination of services (health and other social service areas) and community education regarding health. Trends drawn from this study reflect a community-wide recognition for the need for better information sharing and improved access to services (specifically health related) whether that access be geographic or cultural. Of less obvious concern to the general population, is the need for a serious commitment, on the part of Lake County government, to address the potential shortage of health care providers. In addition, Lake County must ensure that when shifting services to address rapidly increasing population growth in specific geographic areas, other demographic trends and citizen needs are taken into consideration.

Community Demographic Patterns and Services

The diversity of communities must be understood in the planning for community social services. While some issues transcend community boundaries, for example, the need for a community directory of services and access to affordable health care, others relate to the specific demographic patterns of the communities. The following discussion identifies community needs and services in a more specific matter, especially as they relate to the five demographic patterns of: households with children, presence of elderly individuals, crime, poverty, and limited English proficiency by school children.

Perhaps the community that demonstrates the least match between the shifting demographic pattern of a specific community, and the services offered, is Tavares, although it has the advantage of being centrally located. Tavares is the location of many of the county-based services for children and their families, including those related to the justice system. This location reflects the traditional role of Tavares in Lake County. Tavares, however, is a community that is currently composed of a large number of older adults (65 years and older) and which has a relatively small number of families with children. It has the next largest population of seniors after Lady Lake, and has the largest percentage of residents over the age of 65. As indicated in the Senior Citizen's discussion, it has a number of services for this population that seem very much needed by the residents.

A more in depth analysis of the six identified priority areas in relation to specific service populations follows;

1. Households with Children: The special needs for children related to after school programs, child care, educational and social services for children are most significantly illustrated in communities with high rates of households with children. The Life Stream study (2007) reported a lengthy waiting list for child care services, specifically, those that reflect county-wide needs. Based on the preceding information, the following communities have the most significant child-related needs: Mascotte, Minneola, Fruitland Park, Sorrento, Groveland, and Astatula. While these needs are most pressing in those communities with larger percentages of children, it is important, when planning for and placing services, not to neglect the more isolated households with children that are located in communities with higher percentages of senior citizens.

Services for children in Southern Lake County tend to be clustered in Clermont—the largest community in the area and one that is growing, especially with middle class families. Minneola is adjacent to Clermont which can help these residents of this community access these services. As a result, residents of these communities are well positioned to access these services. In contrast, Mascotte and Groveland have very limited community services organized for children and families and would not be able to meet potential future community needs. These are also communities whose residents tend to have lower incomes. Limited transportation within the county can further disadvantage these residents from accessing the services in Clermont. As a result, it will be important to explore ways to provide additional family services in these communities. If the county cannot locate services on a full- time basis, part-time service outreach could be a feasible plan, particularly in Clermont.

Fruitland Park is adjacent to Leesburg, where many of the county services are located. It is possible that residents could access these services if the right mix were available to meet needs. However, Astatula is a small community with many children, relatively low household incomes, and has a relatively high crime rate, especially given the size of the community. It is currently served only by the police department. Given its small size, placement of any additional services in the community is unlikely. However, it would be worthwhile to explore potential outreach services from already existing community service agencies.

Sorrento is also a very small community that is geographically separated from other Lake County programs. However, it is quite close to Apopka in Orange County, which could be useful when accessing those services where eligibility does not depend on residence. Current services are limited to one program, a camp for children with physical handicaps. Given its very small size, placement of full-time services in this community is not realistic and so again, potential outreach services would be helpful to this community.

2. Older Adults: Seniors have important health needs related to chronic disease, age-associated disabilities and general frailty, and related housing needs. Older adults are also at greater risk for depression related to the loss, or death, of close family members

and/or friends. While communities often offer social support, seniors who have moved to Florida to retire may lack extended family support systems. Mental health (especially depression) and substance abuse can also be present but are often hidden due to stigma. Based on the preceding information, the following communities are most likely to face needs specific to higher population rates of older adults: Lady Lake, Tavares, Yalaha, Clermont, Mt. Dora, and Howey in the Hills.

Official demographic patterns do not provide information on the unincorporated areas of Lake County which includes the major housing complexes for senior citizens. There are major housing developments in the Leesburg, Mount Dora, and Tavares areas, including mobile home parks that cater to older adults. Many of these developments are located outside of the incorporated city limits and are not reflected in city demographic information. Leesburg alone has over 27 such communities in their region. As a result, while the median age of Leesburg is only 39 years, the median age of the surrounding area is likely much higher.

While the following discussion is community specific, it is important to note that, in many of the health indices that relate to older adults, Lake County residents have relatively poor morbidity rates even when adjusted for age (i.e. coronary heart disease, stroke, high cholesterol, lung cancer, colorectal cancer, prostate cancer, melanoma, diabetes). Rates are also relatively high for breast and cervical cancer among county residents. This suggests that there is a need for improved health education (also cited as a priority by the Health Focus Group), improved screening, and more utilization of medical services, in general. It is beyond the scope of this study to identify the causes of these higher rates.

In addition, the 2005 study conducted by the CCP, in conjunction with the Lake County Community Access Network, cited problems in county-led disease management that have resulted in less than optimal long-term community health indicators. This study also cited multiple challenges faced by residents when trying to navigate the local health care safety net – an especially critical task when dealing with chronic illness. The following discussion presents an overview of most likely needs faced by each community based on demographic data. However, it cannot address with certainty how adequately those needs are being met. As a result, it is important to simultaneously compare these identified needs with those identified by focus groups and the health indices.

Lady Lake and the Villages have several health care services for the senior population, including a hospital, home health care services, cancer support groups, and grief support groups. Life Stream offers mental health counseling to address many of these needs. The crime rate is very low. Incomes tend to be relatively high for senior citizens and most seniors also have the aid of governmental medical insurance programs.

Tavares and Mt. Dora (and Leesburg with its large number of satellite senior communities) are in the center of the county where many of county services are located (primarily in Tavares, Eustis, and Leesburg). Residents of Mt. Dora and Leesburg must also contend with relatively high crime rates. The triangle of Eustis, Tavares, and Mt.

Dora contains a number of public and private services for senior citizens. Most of these include health programs (a hospital, home health care, services for people with vision and hearing problems, assisted living programs, mental health services, grief, caregiver support, and wellness programs). Since incomes tend to be lower for some residents in these communities, access to affordable health care remains an ongoing concern. When discussing transportation, one of the mobile home park directors in a community located outside of the city limits voiced a concern that many of the seniors who should not be driving to services, are doing so because public transport is limited. It is unlikely that this is an isolated circumstance, and is an example of an important public safety concern.

Yahala is a small community north of Howey-In-Hills. The cost of housing is quite high in Yahala, which suggests that people there have the economic resources to permit them to access resources in neighboring communities.

Clermont is located in the rapidly growing southern part of the county with several new developments targeted toward buyers who can afford larger, more upscale homes. Clermont is also the center of services in the southern part of the county. For seniors, some of the services include a hospital, home health care, support for caregivers, mental health counseling, assisted living residences, community health care, and adult day care. It is unclear if the more specialized boutique health services, accessible primarily to the affluent, will come to the area in response to the type of demographic growth currently underway. This trend has been observed in other areas of central Florida, although its impact on the overall health of a county has been difficult to evaluate. If the physician shortage is met with these types of high end health services, however, the larger percentage of low-income residents with greater need would not be served given their inability to afford more costly health care.

3. Crime: Represents a major community problem that can destroy the lives of community members as well as the fabric of the community. The causes of crime in communities are multi-faceted and require resources from both the social services and criminal justice systems. Based on Sperling's data, the following communities would appear to be at highest risk for crime and have the greatest need for attention to crime prevention: Leesburg, Astatula, Yahala, Mt. Dora, Umatilla, Clermont, and Sorrento.

Leesburg has the highest crime rates in Lake County (6 – an offense rate of 8,379 per 100,000). It is also the community with the highest poverty rates (45% of the families with incomes below \$25,000 and another 15% from \$25,000 to under \$35,000). While Leesburg has a large number of older adults, it also has many adolescents and young adults – a population traditionally at greatest risk for committing crimes. Males (72%) are substantially more likely to commit crimes than are women (28%), especially black men (81%) compared with black women (29%). Forty-three percent of the crimes are committed by black males (while they represent about 17% of the population). White males are also overly represented in the offenders category, but to a lesser degree with 39.3% compared with 33% of the entire population. Age is also a significant predictor of crime in Leesburg. Young black males are especially likely to be offenders. The crime statistics reported by the Leesburg City Police Department with regard to victims and

offenders are quite dramatic. Youth in their late teens and early twenties are at highest risk to commit a crime (23% of the crimes are committed by offenders between the ages of 16 and 20 – a group that represents only 7% of the population; an additional 16% of crimes are committed by youth between the ages of 21 and 25 - a group that also represents about 7% of the population). Black women are almost twice as likely to be crime victims rather than black men. Asian, White, and Hispanic men and women are victimized at relatively same rates.

Detective Cash of the Leesburg Police Department pointed out that there are also many older individuals who live outside of Leesburg who do their shopping in Leesburg and are thus potential victims of crime. Detective Cash reported that most offenders come from the lower income families in Leesburg, a finding that is reflected in the literature that correlates likelihood to commit crime with low socioeconomic status. Law enforcement in Leesburg has estimated that about 80% of the crime is associated with drugs—primarily people stealing money in various ways in order to finance their purchase of drugs. Based on this information, the combination of high crime and poverty indicates that Leesburg is a community that continues to be in desperate need of services focusing on drug use and crime prevention.

Astatula is a small community with relatively high crime rates and many low income families. The following profile emerged based on information obtained from Sergeant Wally Hoogland of the Astatula Police Department. The community is near the migrant labor camps associated with the farms in the Zellwood area. Some of the residents migrate to the Astatula area and commit crimes against property and other individuals. Astatula police report ongoing efforts to curb drug trafficking in the area. Two other related problems are domestic violence and substance abuse, especially among the lower income Hispanic and Caucasian members of the community. The only local service available to deal with these problems is the Astatula police department, which suggests that most efforts are focused on response to crime, not prevention through social services. Astatula is a small community, so it is important to explore which outreach services could be applied to address these problems. Because Astatula is both geographically and culturally distanced from other communities, it is unlikely that the services located in the triangle of Tavares, Leesburg, and Eustis are viewed as resources by these residents.

Although the Sperling's crime ratings for Yalaha are relatively high, the Lake County Sheriff's Office (John Herrell) describes Yalaha as a very safe community with little crime. The crimes are primarily against property. Yalaha does not appear to be a community that needs services to help prevent its residents from committing crimes, even though the high number of older adults could provide vulnerable targets for criminals. On the other hand, the people of Clermont who are the targets of crime are those from all ages and groups within the community, according to Laura Turk, Administrative Assistant to the Chief of Police of Clermont. Crime in Clermont is committed by both juveniles and adults (more adult arrests are reported than juveniles) who belong to various groups throughout the community. Crime thus represents a diverse, wide-spread concern in the community.

Mount Dora presents a more complex crime related picture. According to Robin Mayfield, Support Services Manager of the Mount Dora Police Department, a good portion of the crime in Mount Dora is related to the location of Mt Dora, which is adjacent to a relatively high crime area in Orange County (Tangerine and Zellwood). Individuals from these areas come to Mount Dora to commit crimes against its residents and occasionally join with local residents in shared criminal behavior. The community faces an ongoing problem with drug trafficking. In addition, there are many relatively wealthy individuals and businesses in Mount Dora that have become the targets of crime, especially theft. Hispanic residents in Mount Dora are vulnerable to being victims of crime and they are frequently reluctant to report crimes because they either fear retaliation or deportation.

According to the Umatilla Police Department, many of the crimes that have occurred during the last few years were associated with a facility for adolescent girls in the area that was subsequently closed. No other crime patterns have been reported.

4. Poverty: Creates and sustains a variety of needs for community members in terms of access to health care, housing, employment, and stable family life. Communities with high rates of poverty also generate a constant need for services that target employment training and placement, education, affordable housing, low cost health care, and financial assistance. The following communities have a high proportion of households with very low incomes: Leesburg, Eustis, Mascotte, and Astatula. While Lady Lake is also on the list, a statistically small household size dramatically influences the per capita income of the family. Free and reduced school lunches also reveal patterns of low income in communities. The following communities/schools have at least 50% of the children in elementary school receiving this service: Mascotte, Eustis (Eustis Hts and Eustis Ele), Leesburg, Mt Dora, The Villages, and Groveland.

Leesburg emerges as the community with both the largest percentage of families living with low incomes as well as the largest numbers of individuals living in poverty. School lunch data would indicate that these families include families with young children. While the population base of Lake County is shifting to the southern part of the county, the demographic profile of Leesburg indicates the ongoing need for current services related to the many needs of people living with low incomes and attempting to improve their financial situation: employment assistance, education, financial aid, and support services for low income families, health services (including dental, mental health, maternity care, family planning). As evidence of need, Life Stream's program for child care services indicates a 6 month waiting list. There are also many older adults with significant needs who require the services located within the community. The combination of publically and privately funded programs plays a critical role for the residents of Leesburg—for example, the Salvation Army, Community Medical Care in addition to county funded programs. Given the major needs in this community, coordination among this web of services is especially critical. As discussed previously, residents of Leesburg must also contend with the highest crime rates in the county that in turn are also influenced by the high poverty rates. (Waiting for Detective Cash report)

Eustis is another community with a significant portion of families living with very low wages. It is part of a triangle of communities who are potentially able to share services with Tavares and Mount Dora. Eustis is the site of some important programs that are required to meet the current needs of low income families and to help them improve their incomes: health services from the Lake County Health Department, mental health services (Life Stream), housing, after school care, Head Start, employment services.

Mascotte has the highest number of children in Lake County receiving free or reduced lunch subsidies and as expected, has a relatively low median income. The majority of Mascotte residents are Hispanic. School data reports that Mascotte also has the largest proportion of children with limited language proficiency in Lake county. Currently, services in Mascotte are limited to the police and a nonprofit Faithful and True Life Ministries that offers a variety of emergency social services.

The neighboring community of Groveland has a health center for families but does not have services designed to address the needs of these families in Mascotte. While there are a variety of services in Clermont, accessing these services requires transportation, which can be problematic. It is unclear whether adequate services exist to support the specific cultural needs of a large Hispanic population in this area, but the combination of low income and low English literacy rates suggest that regardless of what is available, much more could be done.

Astatula is a small community with a large number of relatively poor people – both residents have lived in the area for some time and a growing number of Hispanic individuals connected with the nearby migrant agricultural industry. Services in this community are limited to the Astatula Police Department. Residents are unlikely to seek out services in the larger communities some distance away, again most likely as a function of scant reliable, affordable transportation and of cultural separatism.

Mount Dora is a community that includes both individuals who are struggling with poverty and those who are very prosperous. Located in the triangle of Eustis and Tavares, residents can potentially access services in these neighboring towns. Relevant services in Mount Dora include the Lake County Health Department, Head Start, and Kids Inc.

Fruitland Park is located adjacent to Leesburg and is located in the area of the county with the highest poverty rates. Residents can potentially access the services located in Leesburg. There is one private service that works to match the particular needs of families in Fruitland Park [Building Blocks Ministry (adult day training program, employment coaching and parents group)].

5. Limited English Proficiency: Can also pose challenges that require additional services to help people gain education and vocational success. The numbers of children with limited English proficiency in schools is also a proxy for families with limited English proficiency. The following schools report over 10% of children lacking such proficiency: Mascotte, Groveland Ele, Mt. Dora (Round Lake and Triangle).

Mascotte has the highest number of children with limited English proficiency (23%). These numbers reflect vulnerable families in the community whose ability to navigate community employment, health, and service systems in English may be significantly limited. Based on the Lake County Services Directory, Spanish/bilingual access to services are lacking in the community. While Groveland does not have such a large proportion of families who belong to the Hispanic community, the number of children reported to have limited English proficiency in that community is higher than statistics would suggest. Since Mascotte and Groveland are adjacent, potentially one can address the needs of this population in ways that combine these two communities. These two neighboring communities appear to have much in common, including the potential to share resources.

Mount Dora and Sorrento represent at-risk communities based on low levels of English proficiency and/or a large Hispanic population among community school children. Sorrento does not have a local school but 22% of the community self-identifies as Hispanic. Although they are spread across two schools in the community, approximately 10% of Mt. Dora students have limited English proficiency. Sorrento is a small community without local services. Mount Dora has some services, so the question is raised again whether these services have staff that can respond effectively to members of the Hispanic community.

Discussion

Lake County presents a set of complex needs due to its rapid growth and community diversity. As indicated in this report, community cultures range from those whose residents are primarily of retirement age to those with many families with school age children; from communities with very little ethnic and racial diversity to those with substantial diversity. The service delivery system is further challenged by a lack of adequate public transportation that would enable people to access services located in more distant communities. The rapid growth in the county has further stretched service delivery resources, primarily because several of the communities in the central area of the county continue to have major needs related to ongoing poverty and associated high crime rates. As a result, services directed to improving the life opportunities for young people, adequate community policing, substance abuse treatment programs, and programs addressing relevant family issues have all been taxed to capacity and beyond.

The Lake County Department of Community Services has taken proactive steps to address the needs and service gaps in Lake County as a foundation for strategic planning. Prior studies conducted by various groups support the needs identified in this study (for example: improved access to public transportation, financial barriers to care, better coordination of services and information, and more access to mental health and substance abuse services and health information).

Efforts to coordinate services are important both when dealing with the complex needs of vulnerable older adults and children and when addressing issues related to

longstanding poverty and related crime and substance abuse problems. The county has two important resources that provide information and referral for community service coordination; a publically available (in print and web-based) directory of social services and the Connection Helpline telephone hotline. From a resource perspective, the presence of a large number of healthy and retired adults, including those with adequate incomes, represents a potential pool of volunteers who could support community services (for older adults and other ages). The Connection Help Network has already found a creative way to draw upon this volunteer expertise

Recommendations

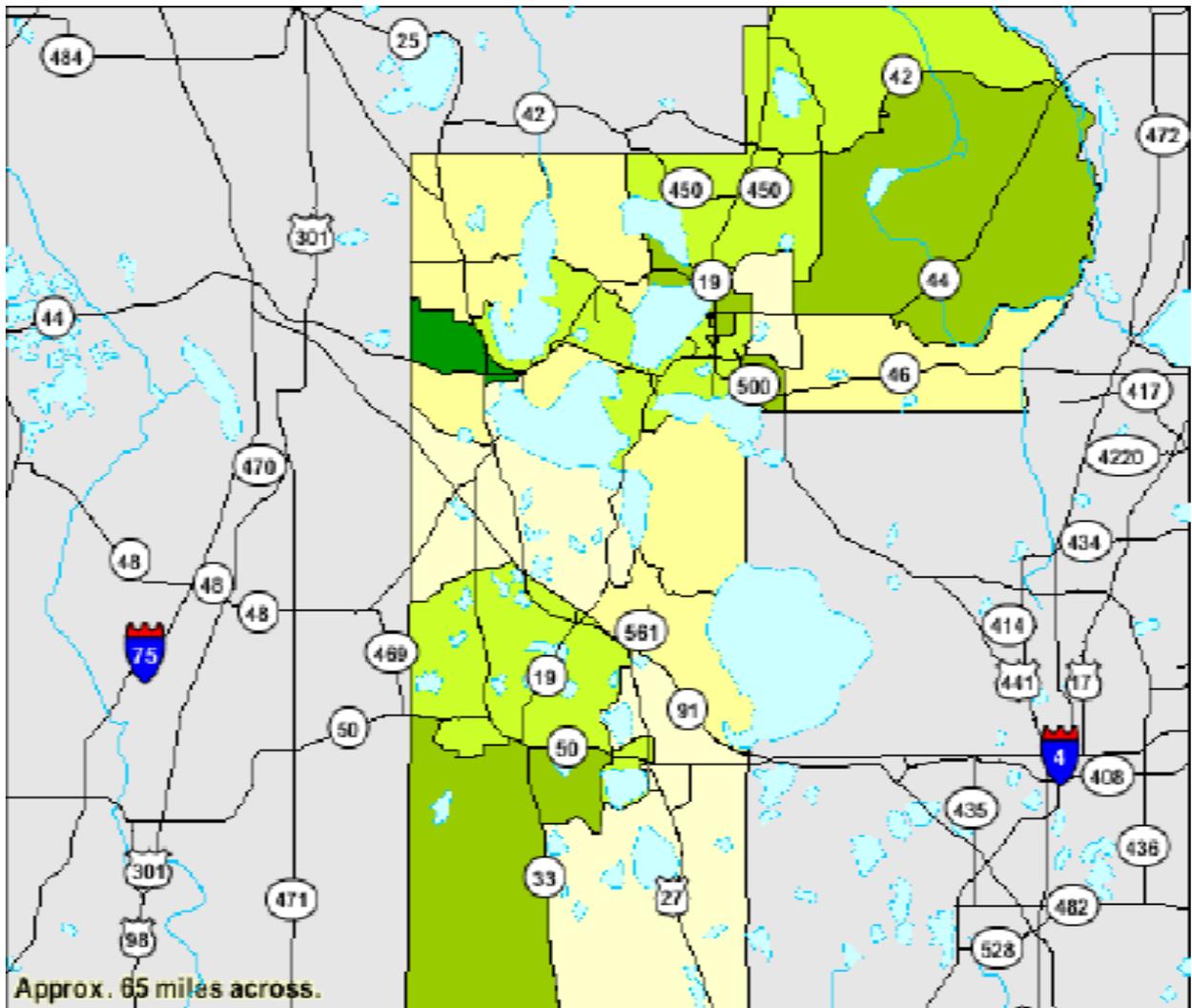
The following recommendations are compiled from previous report sections. They reflect a summative panel drawn from the multiple levels of data analysis commissioned for this report in combination with review and analysis of supplementary Lake County reports (as presented in Section I).

1. There is a significant need for additional, and accessible, alternative transportation options across age groups and areas of the county. The focus group members emphasized that there is a specific need for increased bus routes, particularly to the rural areas, and that those same buses need to be able to accommodate seniors. ***It is recommended that Lake County Community Services work with other county entities to explore ways in which alternative transportation can be increased for rural and at-risk populations.***
2. Each of the focus groups also prioritized healthcare as a critical issue for people of all ages, with a particular emphasis on affordability and accessibility. ***It is recommended that Lake County Community Services work with healthcare providers to facilitate strategic planning to address the issues facing at-risk populations such as the need for affordable and accessible healthcare options at all intervention levels from primary to critical care.***
3. ***It is also recommended that Lake County Community Services facilitate the creation of a coordinating body that can oversee the development of a comprehensive, centralized information, referral and case management system for Lake County.***
4. ***It is recommended that service locations in relation to access to services be assessed and barriers to service access be identified and remediated.*** This might include increased bus routes for the more rural areas of Lake County, and possibly additional outreach services to the more rural areas of the county.
5. ***It is recommended that a centralized coordinating organization be developed to address interagency referrals, networking, collaboration and partnerships, and client follow up for services.*** Lake County lacks an integrated client case management system to reduce systemic breakdowns which are resulting in significant barriers to clients needing specific, and often multiple, services.

APPENDICES

APPENDIX A

POVERTY RATES IN LAKE COUNTY (2000 Census)



Data Classes

Percent	
2.3 - 4.9	Lightest Yellow
6.5 - 8.3	Yellow
9.2 - 11.1	Light Green
13.9 - 17.8	Medium Green
26.6 - 27.6	Dark Green

Lake County Poverty By Group, 2000 Census

County	All Persons	Persons Under 5	Persons 5-17	Persons 65 +	All Families	All Families w/ Children under 18	Married Couples with families	Female Headed Families	Female Headed Families w/ Children under 5	Female Headed Families w/ Children under 18
Lake	9.6%	16.8%	16.1%	6.3%	6.9%	13%	3.6%	28.2%	49.9%	36.9%

APPENDIX B

LAKE COUNTY SCHOOLS INFORMATION

Total School Enrollments

	97-98	98-99	99-00	00-01	01-02	02-03	03-04	04-05	05-06
Elementary	12,702	13,060	13,576	12,753	14,097	14,371	15,545	16,644	17,359
Middle	6,000	6,033	6,193	6,542	6,865	7,269	7,769	8,178	8,422
High	7,038	7,308	7,422	7,697	8,263	8,738	9,365	10,019	10,439
Total	25,740	26,401	27,191	26,992	29,225	30,378	32,679	34,841	36,220

Overall School Enrollment increased 40% in Lake County from 97/98 to

05/06 (10,480 students). Elementary School Enrollment increased 36.7% (4,657 students); Middle Schools increased by 40% (2,422 students) and high schools

increased enrollment by 48% (3,401 students).

Free & Reduced Lunch Trends

Countywide Elementary Schools 97-06

	97-98	98-99	99-00	00-01	01-02	02-03	03-04	04-05	05-06
Free/Reduced Lunch	52.5 %	49.8 %	49.4 %	47.2 %	50.8 %	51.6 %	46.9 %	48.1 %	50.3 %

By Elementary School, By Year

SCHOOL	97-98	98-99	99-00	00-01	01-02	02-03	03-04	04-05	05-06	06-07
Astatula				48.2	54.9	47.6	41.8	40.4	40.8	
Beverly Shores	61.1	61.2	59.9	60.9	64.2	67.9	63.9	67.6	67.5	
Clermont	34.7	31.2	40.7	37.9	40.5	44.1	43.3	45	48.3	
Cypress Ridge	23.7	21.1	17.3	15	14.3	13.4	11.8	13.9	14.6	
Dabney	58.3		61.3	58.2	65.8	73.2	61.3			
Eustis	61.4	61.1	54.9	51.3	55.5	54.3	48.3	54	55.1	
Eustis Heights	58.1	58.3	56.9	60.2	61.3	65.4	62	67.1	68.5	
Fruitland Park	50.1	49.1	53.6	56	56.7	54	53.3	53.1	54.7	
Groveland	57.2	53.8	58.7	59.1	58.6	60.4	.50	45.1	50.7	
Leesburg (was Dabney)								62.1	65.7	
Lost Lake				15.6	19.2	25.8	23.7	28.7	30.4	
Mascotte	72.8	71.5	70.3	67.9	68.6	69	69.5	72.5	73.6	
Minneola	35.6	31.4	25.3	25.4	24.6	28	24	30.5	34.1	
Pine Ridge							31.9	36.8	45.3	
Roseborough	67.8	66.1	63.6							

Round Lake				60	60.2	53.4	44	43.8	43.8	
Seminole Springs	45.6	45.7	43.7	44	46.5	44	41.3	42.7	39.9	
Spring Creek	62	65.6	65.5	65.6	65.5	68.8	63.3	64.5	69.8	
Tavares	44.1	43.5	46	46.5	48.2	49.8	49.1	51.2	51.9	
Villages			45.8	50.6	55.4	53.6	46.6	48.7	51.3	
Treadway	38.4	38.3	39.9	44.3	40.4	41	39.2	39.2	39.1	
Triangle	60.7	62.5	63.7	61.1	62.4	59.1	57	58.6	64.6	
Umatilla	52.5	49.2	42.6	50.6	45.2	47	47.6	45.6	47.4	

Limited English Proficiency Trends, 97-06

Countywide Average in Percentages, 97-06

	97-98	98-99	99-00	00-01	01-02	02-03	03-04	04-05	05-06
Elementary	3.0	2.8	3.1	3.5	4.1	4.6	5.2	6.9	7.9
Middle	2.2	1.5	1.8	1.8	2.1	1.9	2.5	4.1	4.6
High	1.5	1.2	1.2	1.4	2.1	1.8	2.3	2.7	3.9

SCHOOL	97-98	98-99	99-00	00-01	01-02	02-03	03-04	04-05	05-06
Astatula			7.6	7.8	9.9	9.8	10.8	10.6	9.5
Beverly Shores		0.3	0.4	2.5	2.4	4.1	4.0	3.4	4.9
Clermont	0.7	2.4	0.7	1.8	4.0	6.3	6.1	5.4	7.7
Cypress Ridge	0.3	0.3	0.6	0.6	0.5	0.5	0.5	0.8	0.8
Dabney				2.5	1.0	0.8	0.8		
Eustis	0.2	0.2	0.3	3.1	5.5	3.5	5.1	6.7	8.8
Eustis Heights	7.6	5.2	5.1	5.4	5.2	5.2	6.9	8.7	9.5
Fruitland Park	0.1	0.1		0.7	1.6	0.7	1.2	2.2	3.0
Groveland	1.4	2.7	4.6	5.1	5.6	5.3	6.5	10.6	13.6
Leesburg (was Dabney)								4.3	6.9
Lost Lake			3.8	1.2	4.5	5.5	4.1	5.3	6.6
Mascotte	15.1	10.9	12.4	14.2	15.5	18.3	16.7	21.4	23.8
Minneola	4.3	2.6	2.0	3.4	3.5	4.2	4.6	8.3	7.6
Pine Ridge							6.4	10.7	12.2
Roseborough	9.3	8.3	6.9						
Round Lake				6.5	6.4	6.4	8.1	10.3	11.7

Seminole Springs	0.6	2.4	2.5	3.1	3.1	3.5	3.6	5.2	5.4
Spring Creek	0.2	0.1	0.2	0.6	1.0	1.7	1.4	1.9	3.0
Tavares	4.8	4.3	2.2	2.9	3.1	1.7	3.0	3.9	4.4
Villages				0.9	0.8	1.2	2.4	3.7	4.4
Treadway	0.2	0.2	0.8	3.0	2.5	3.6	4.6	4.9	5.4
Triangle	3.3	4.2	6.7	6.6	4.2	4.8	6.5	9.5	10.7
Umatilla	2.3	2.1	3.8		3.6	5.5	5.8	6.1	5.5

APPENDIX C
LAKE COUNTY SERVICES INFORMATION
BY LOCATION

Southern Lake County

Mascotte

Services:

- Faithful and True Ministries (family, emergency shelter; 30 day shelter)
- Mascotte Police Department

Groveland

Services:

- Family Health Center: South Lake Clinic
- Bay Lake Beef and Swine Club 4-H (educational and computer services for kids)
- Dove Hills Horse Ranch (outdoor activities for terminally ill adults)
- Neighborhood Center (senior meals on wheels for delivery to Groveland and Clermont)
- Groveland Police
- Hound Haven (dog care, animal shelter)

Clermont

Services:

Health: (and related services)

- Bay Care Home Care (home health care for those with Medicare)
- Cancer Support Group
- Caregivers Support Group: Provides meeting at Superior Residences for support for those caring for Alzheimer's patients
- Community Health Care Services, Inc (South Lake County Adult Day Care; fee; includes meals and health screenings)
- Grannie Nannies (home health care)
- Lake County Health Department: Vital Statistics (birth and death certificates)
- Lake County Health Department-Clermont Clinic (pediatrics, family planning, STD treatment and HIV testing; immunizations)
- South Lake Free Clinic (for residents in South Lake without insurance, no children and poverty guidelines)
- South Lake Hospital (hospital)
- South Lake Pregnancy Care Center (counseling for pregnancy; free home pregnancy test; clothing, diapers, accessories for babies up to six months; counseling concerns sexual integrity.
- First United Methodist Church—Substance abuse and cancer support group (see also in Mental health)

Mental Health/Substance Abuse

- Alcoholics Anonymous
- Angels of Mercy (food, clothing, baby formula, **substance abuse** and pastoral counseling) *also listed under general services
- Cross Roads Counseling Center (wide range of family services, including: counseling and family intervention, inpatient and outpatient substance abuse, marital and mental health counseling, residential program for young men and psych evaluations as well as vocational and aptitude testing, sliding scale fee based on income)
- Lifestream Behavioral Center: Community Mental Health Outpatient Centers (individual/group counseling; medication management)
- Lifestream Behavioral Center: Crossroads II/TASC/Turnabout/Juvenile TASC (intensive outpatient services for substance abuse and disorders; programs for parenting, shoplifting, anger management, substance abuse; mainly for 18+ but outpatient substance abuse for children available)
- Superior Residences (assisted living and **mental health care** for Alzheimer's patients; support for caregivers).
- First United Methodist Church (Substance abuse support group-see also health)

Family Services (counseling and general)

- A Touch of Angels Home Care (personal assistance, shopping, bathing, grooming, house work, light cooking in the home for a varying fee)
- Building Blocks Ministry (adult day training program, employment coaching and parents group)—(also part of Senior Services)
- Court Educational Programs (family and marriage counseling)
- Father's House Ministry (counseling for troubled youth and families, residential facility for boys)
- Real Life Christian Church (divorce help for those going through divorce; gambling recovery support)

Youth Services (see also Family)

- Celebration of Praise Church: Student Ministry (after school and evening programs for those 12-17 in conjunction with DJJ; team building and anger management programs)
- Green Isle Children's Ranch (Faith Based Residential Program for at-risk males 7-17; minimum of one year, counseling, praying) *Waiting list 60 days*
- Junior Achievement of Lake County (economic education to school age students)
- South Lake Child Development Center (Head Start and Early Head Start)
- South Lake YMCA
- Wee Center (Children's Day Care)
- Youth Needs

Adoption

- Haley's House Maternity Home (Adoption and pregnancy support for those mothers)

Senior Services

- Summerville at Oak Park (assisted living in apartments)
- A Touch of Angels Home Care (personal assistance, shopping, bathing, grooming, house work, light cooking in the home for a varying fee)
(Note-this is also under health)

Financial assistance (money or goods)

- Faith Neighborhood Center(Serves the South end of Lake County: Housing referrals, prescription medication assistance, rent, mortgage and utility assistance and funds available. *Waiting list for utility and rent support*)
- South Lake Presbyterian Church—lodging, medical, food, clothing support

Driving

- Court Educational Programs (traffic school to remove points from driving license)
- Driver's Licenses Bureau
- Fire Stations 109, 110 and 112
- Clermont Police Department

Funders

- Community Foundation of South Lake County: Annual Grant Program (provides funding to non-profits that service the health and well-being of children and families).

Minneola

Services:

- Angels of Mercy (food, clothing, baby formula, substance abuse and pastoral counseling)
- Never Alone Home Care, Inc (CNA's and HHA's in home or residential facility)

Montverde (Along RT. 455)

Services:

- Angels of Mercy (food, clothing, baby formula, substance abuse and pastoral counseling)

Central Lake County

Howey in the Hills

Services:

- Howey-in-the-Hills Police
- *Coordination service:* Lake County Shared Services Network (interagency agreements, shared funding and policies; not a direct service provider)

Yalaha (NW of Howey in the Hills)

Services:

- Safe Climate Coalition of Lake County, Inc (substance abuse and underage drinking prevention program for the county)

Astatula

Services

- Astatula is served by one elementary school with a free and reduced rate of 40.8%. There are 9.5% of the children with limited English proficiency.
- Astatula Police Department (public services)

Leesburg

Services:

Health

- Alterra Division, Brookdale Senior Living (physical and cognitive impairment services)
- Alterra Division, Brookdale Senior Living (support group and help for Alzheimer's)
- Brain Injury Support Group (LRMC boardroom 1 Monday a month)
- Community Medical Care Center of Leesburg, Inc (quality, free medical care to uninsured and low income in the area, to children under three or pregnant women, provides service in the same area as LRMC's tax district, appointment only)
- Deaf & Hard of Hearing of Lake (case management, advocacy, interpreters, ASL classes, phones provided)
- Interim Healthcare Private Duty Services (for fee long term home healthcare even by private pay or private insurance)
- Lake County Health Department: Dental Clinic at Lake/Sumter Community College (provides pediatric and emergency adult dental care)
- Lake County Health Department: Women's Wellness Center (maternity, post-partum, family planning and STD treatment)

- Lake County Seniors (home health care and delivered meals; utility assistance and meals for homebound)
- Lake Harris Health Systems (Located on the campus of Lake Port Square, skilled nursing, short term rehab, long term care and assisted living)
- Leesburg Community Health Center: Clinic, Community Health (24 hr phone service; pediatrics, OBGYN, internal medicine and family practice)
- Leesburg Regional Medical Center (hospital)
- Leesburg Women's Health Care Center: Health Care for Women
- Mid-Florida Medical (medical equipment and supplies; provided only once every five years; Medicare/Medicaid/private insurance)
- New Vision for Independence: Lake/Sumter CC Campus (free training for visually impaired or blind adults)
- Overeater Anonymous Meeting at Lifestream Center
- Pediatric Health Choice (daycare for children with healthcare problems)
- Pregnancy Care Center and Hotline (free pregnancy test, clothes, birthing classes, adoption referrals)
- Quality Hearing Centers (hearing impairment services)
- TOPS (Take Off Pounds Sensibly) [at United Methodist Church; \$24 a year plus \$5 a month; information regarding safe weight loss)

Mental Health/Substance Abuse

- AA and Alateen Meetings
- Haven of Lake County (Domestic Violence/Sexual Abuse; counseling for male and female victims; child advocacy; transitional living)
- Lifestream Behavioral Center: Adult Choice-Residential Substance Abuse (adults from 31 days to one year; fees on a sliding scale)
- Lifestream Behavioral Center: AIMS program (for adults that are psychiatrically-disabled persons; sliding scale fee)
- Lifestream Behavioral Center: Community Mental Health Outpatient Centers (individual/group counseling; medication management)
- Lifestream Behavioral Center: Community Mental Health Outpatient Centers (outpatient mental health and medication management services provided at clinic in Leesburg)
- Lifestream Behavioral Center: Crossroads II/TASC/Turnabout/Juvenile TASC (intensive outpatient services for substance abuse and disorders; programs for parenting, shoplifting, anger management, substance abuse; mainly for 18+ but outpatient substance abuse for children available)
- Lifestream Behavioral Center: Geriatric Residential Treatment Services (residential service to adults with a mental illness)
- Lifestream Behavioral Center: Lifestream Academy (provides therapeutic help via referral from Lake County School District)
- Lifestream Behavioral Center: Mentally Disabled Adults (semi-independent, supervised apartments and independent living programs for adults; fees on a sliding scale)

- Lifestream Behavioral Center: Psychiatric Hospital and Detox (adult and children units; insurance or sliding scale fee)
- Lifestream Behavioral Center: Safe Haven (residentially facility for chronically homeless individuals with mental illness, substance abuse or disorders)
- Lifestream Behavioral Center: Teen Choice-Intensive Substance Abuse Residential Program (residential care for adolescents with drug problems; fees based on sliding scale)
- National Alliance of Mental Illness: Support Group (help for all types of mental illness)
- Sex abuse hotline M-F 9-5
- Substance Abuse and Men's Rehabilitation (rehab shelter for men recovering from drug/alcohol use; must detox prior to program; no fees)
- Women's Rehabilitation (residential women's drug and alcohol rehab; faith based study materials with counsel and support)

Children's Services

- Lifestream Behavioral Center: Child Care Choice Services (assists in finding and subsidizes day care for working parents) *Waiting list 6 months*
- Arnette House (delinquencies, runaways, homeless, abandoned youth; non residential services for status offenders, counseling)
- At-Risk Parenting Class (training for parents with at-risk children; adults on a sliding scale; 10 weeks plus case management plus individual counseling)
- Boys and Girls Clubs (after school and children's services)
- Children's Shelter
- Christian Care Center (programs for children and families)
- Christian Kids of Distinction (child learning center)
- Court Educational Programs (4 hour court ordered parenting classes)
- CROP (Lake-Sumter CC) Low self image and Consequences of 12-18 year olds in several Lake high schools)
- Early Head Start Program
- Early Learning Coalition of Lake County (early education and child care; operates the Florida mandatory pre-K program for 4 year olds in Lake County)
- Habitat for Humanity (provides a work site for juveniles with community services among the services the organization provides to Lake residents)
- Lake Sumter Children's Advocacy Center (child abuse services via DCF referrals) *waiting list 2-4 weeks*
- Lake Sumter Community College: Child Care (child care for low income students)
- Youth Reach (SAFE) [8 week prevention workshop, parenting classes, child care and meals on Tuesday night 6-8 while group meets]

Employment/Related Education

- Able Body Labor (temp employment)
- Job Line (listing of open city jobs of all kinds)
- Labor Finders Solutions (temp employment)

- Lake-Sumter Community College: Women’s Program (career and other services for displaced women and mothers wanting to go to school)
- Lake-Sumter Community College Foundation (financial assistance and scholarships for students and faculty)
- One-Stop Career Center (unemployment, job training, skills assessment and ALPI program)
- Mid Florida Community Services (Senior job training services for those over 55 through Green Thumb, RSVP and SHINE programs)
- Professional Staffing (temp employment)
- Spherion (temp staffing)
- Worker’s Temporary Staffing (temp employment)

Financial (including disaster, food, low cost goods, finance of housing)

- American Red Cross (disaster services, including funding)
- Christian Social Services (thrift store and food pantry)
- Lake County Community Action Agency (self-sufficiency programs, LIHEAP, financial counseling, parent resources)
- Leesburg Housing and Economic Development (HUD services, down payment assistance, Section 8 housing assistance)—SEE ALSO HOUSING
- Ministry Village Thrift Shop (clothing and household goods)
- Salvation Army (information and referral; assistance to homeless and needy)
- Social Security Administration

Grief Support

- Don Hires Spiritual/Bereavement: Hospice (free counseling for people who have lost a loved one)
- LIFE (grief support, bereavement)

Family (not child centered)

- Divorce Recovery (bible based help for the pain of divorce and separation)
- Family Caregiver’s Support Group (1 day a month at New Life Presbyterian)
- Operation Family First (a wide range of family and individual services for Florida guardsmen and their families)

Housing

- Sunrise ARC, Inc (Adults overcoming developmental disabilities; advocacy through supported living)
- Welcome Home Ministry (help in acquiring an apartment for individuals or families)
- Women’s Care Center (shelter for women at risk)
- Leesburg Housing and Economic Development (HUD services, down payment assistance, Section 8 housing assistance)—Financial assistance

Other

- Association of Retarded Citizens (Developmentally Delayed adults day training and group home)

Funding

- United Way of Lake and Sumter (funding source for local agencies and providers)

Leesburg Police Department

Government Licensing

- Marriage Licenses
- Passport Licenses
- Auto Tag Agency and Title
- Business and Occupational Licenses Agency

Animal Services

- Humane Society (shelter and animal adoptions)

Fruitland Park

Services:

- Building Blocks Ministry (adult day training program, employment coaching and parents group)
- Social Security Disability Advisor (assistance with disability claims)

Tavares

Services:

Health

- Advanced Nursing Concepts, Inc. (home health care; specialized nursing; full line of services available 24/7 for those 65 and up paying by Medicare and homebound)
- Alzheimer's Helpers (wide range of services for those already in homes including trips, dinners, visits)
- Better Breather's Support Group (lung disease group that meets one Thursday a month at Waterman Hospital)
- Diabetes Support Group
- Express Care of Lake County (regular doctor's office; no psychiatric or rape cases; varying fee and hours)
- Florida Hospital Waterman: Home Care Services (live in nursing care for insurance or private pay)
- Florida Waterman Hospital (hospital)
- Insulin Pumpers (one day a month support group for insulin users)

- Lake County Board of Commissioners: Community Health Worker Program (focused intervention programs on uninsured and underinsured)
- Lion's Club of Central Florida (free glasses and hearing aids for all groups free of charge)
- Look Good and Feel Better (cancer support group; no fee; one day a month)
- LRMC Riverside Urgent Care Center (non-life threatening problems; varying fees; M-F 8-7)
- We Care of Lake County (connects underinsured with medical care; three clinics offer care at reduced costs, Medicare or otherwise, for working poor, referral service and not a direct provider) *Waiting list*
- Golden Triangle YMCA (wellness, fitness, exercise, child care)
- Hospice of Lake Sumter: Hospice (end of life care)
- Hospice of Lake Sumter: Pathways, Palliative Care (serious patients not quite at end of life)
- Hospice of Lake/Sumter: Hospice House (6 bed community based non-profit providing hospice for those with frail caregivers)

Mental Health/Substance Abuse

- CATS- Counseling Associates and Treatment Services: Residential and Outpatient (drug and alcohol outpatient treatment services for adults (individual and group))
- Court Educational Programs (drug screens for a \$25 fee)
- Court Educational Programs (substance abuse programs; underage drinking and marijuana classes)

Children Services (family related to children)

- Children's Home Society: Mentors opening doors, Enriching Lives Program (provides mentoring for children with a parent in jail, 4-15 year olds)
- Children's Home Society: Parenting and Youthful Offenders (work with youthful offenders with children on their parenting skills)
- Court Educational Programs (4 hour court ordered parenting classes)
- Court Educational Programs (Anger management; teens and adults, \$10/hour; varying class lengths)
- Court Educational Programs (court ordered program for those going through divorce, custody hearings)
- Court Educational Programs (domestic violence intervention program)
- DCF (provides services to families that have been neglected/abused)
- DJJ Intake Unit #301 (intake and referral to services)
- DJJ Probation Unit #302 (direct supervision of juvenile offenders, work with community for services)
- Family Seed Kids Central Inc (community based system of care for abused, neglected and abandoned children)
- Lake County Children's Services Council (advisory board for Lake County Commission in terms of resources and funds)
- Fifth Circuit Guardian ad Litem program

- First United Methodist Church (after school programs, food pantry, grief counseling, blood pressure checks, child care)
- Lifestream Behavioral Center: Family Care Management (manages the needs of children who have been removed from the home temporarily or at risk for removal)
- Moms on Motherhood (support group 2 days a month for childbirth training, preparation and administration)
- Teen Court (first time offenders are given a second chance; youths fill all court roles except for an adult judge)

Employment

- Ace Staffing Unlimited (temp employment)
- Division of Vocational Rehabilitation (Disability employment; provides medical and employment services so disabled may go or return to work)
- Reserves Network (temp employment)

Housing

- Affordable Housing: Housing and Repair (financial assistance for home repair for low income citizens)
- Alterra-Sterling House #2 (assisted living)
- Lake Housing and Community Development: Home Repairs (Assists low-income residents with repairs to their existing homes, or in buying previously built or a newly constructed home)
- Waterman Cove (independent apartment style assisted living)

Financial Help (including referrals)

- Access Florida/Economic Florida (assistance for low-income families: food stamps, Medicaid, cash benefits based on eligibility)
- Veterans Services of Lake County (free assistance to veterans and surviving spouses of veterans concerning VA programs and eligibility; help in preparing forms)

Grief

- Grief Support Group (one day a week at Union Congregational Church)
- Hospice Children's Program (Grief Support for children dealing with a loss of life and those feelings)

Legal issues

- Community Legal Services of Mid-Florida, Inc (legal counseling and representation; public and subsidized housing)
- Court Educational Programs (shoplifting awareness court ordered for juveniles and adults)
- Court Educational Programs (traffic school to remove points from driving license)
- Good News Jail and Prison Ministry (provides chaplains to share Salvation; worship service and prison visitation)

- Lake County Clerk of Courts (public protection in the form of injunctions; no fee)

Senior services

- Lake County Community Services: Elder Affairs (advocate for seniors and hold monthly meetings for informative purposes)
- Alterra-Sterling House (assisted living: weekly laundry and housekeeping services, longterm/vacation care, independent living assistance, medication management)

Driver's Licenses Bureau

Lake County Library: Adult Literacy Program (13 libraries that offer literacy and ESOL resources)

Law enforcement:

- Lake County Sheriff's Office Headquarters
- Tavares Police Department

Mount Dora

Services:

Health

- Lake County Health Department-Mt Dora Clinic (pediatrics, family planning, Primary care, STD treatment, HIV testing)

Mental Health/Substance Abuse

- Alcoholics Anonymous (First Presbyterian Church two days a week; pastoral counseling available)
- Haven Sexual Assault Hotline

Children Services

- Advocating for Kids, Inc. (guardian ad litem program for 5th circuit court, bridges gaps in the system)
- Child Development Centers (Head Start and Early Head Start for 3-5 year olds that are qualified)
- Christian Home and Bible School (foster parents for emergency, short term and long term care)
- Kid's Inc. of Lake County (non-profit for abandoned children, support, mentor, advocate, training and workshops)

LASER (Lake County Emergency Recovery: long term needs and case management of Lake County citizens affected by disaster)

McCoy Adult Day Care Center (full range of activities and medical attention for the day)

Waterman Village (independent living retirement community)

Mt Dora Police Department

Animal services

- Cat Protection Society (cat shelter)

Eustis

Services:

Health

- Boggy Creek Gang (camp for critically ill children, year round but some months are for specific diseases only)
- Community Primary Health Clinic (free health care for those who can't afford health care or have no insurance, including Medicaid/Medicare)
- Impotency Support Group
- Lake County Health Department: Prescription Assistance (low income program)
- Lake County Health Department: Vital Statistics (birth and death certificates)
- Lake Eustis Care Center (long term residential care or short term nurse rehab)
- Life's Choices of Lake County (present Godly choices to those facing unexpected pregnancies; free pregnancy testing free of charge)
- New Air Home Care (oxygen supplies and respiratory equipment via insurance and Medicare for adults only)
- Rape Crisis (Rape-Physical Assault emergency crisis assistance, counseling and support)

Mental Health/Substance Abuse

- Lifestream Behavioral Center: Community Mental Health Outpatient Centers (individual/group counseling; medication management)
- Lifestream Behavioral Center: Crossroads II/TASC/Turnabout/Juvenile TASC (intensive outpatient services for substance abuse and disorders; programs for parenting, shoplifting, anger management, substance abuse; mainly for 18+ but outpatient substance abuse for children available)
- Lifestream Behavioral Center: Estes House (teens with emotional or behavioral needs; residential, therapeutic ages 13-17, boys only)
- Lifestream Behavioral Center: Lifestream Academy (provides therapeutic help via referral from Lake County School District)

Housing

- Affordable Housing by Lake, Inc (down payment assistance based on client income)

- Housing Authority: Housing
- Jireh Consulting Services, Inc: Housing Problems (housing and credit counseling; liaison for foreclosure/real estate proceedings;
- Mid Florida Homeless Coalition (funding source for local agencies and referral source for the homeless)

Children Services

- Boys and Girls Clubs (after school care and children's services)
- Child Development Centers (Head Start and Early Head Start for 3-5 year olds that are qualified)

Financial Help for Families and Businesses

- Lake County Community Action Agency (self-sufficiency programs, LIHEAP, financial counseling, parent resources) –*Waiting list-1 month*
- Life-Changing Ministries Thrift Store (thrift store; fresh produce; occasionally exchanges small money for small jobs)
- Service Corps of Retired Executives: SCORE (business assistance for small business and start-ups)
- St Vincent de Paul (financial and housing assistance, need shut off notices, daily 10 am-1 pm.

Employment

- Labor Ready (employment/temp service)
- Specialty Recruiting Services (temp employment)

Senior Services

- Senior Center (senior meals; congregate and Meals-on-Wheels)

Other services

- Alternative Education Services (education for those with learning disabilities)

Omega Zone (family recreation and education; CPR classes, senior wellness classes, women's self defense)

Eustis Police Department

Sorrento

Services:

- Camp Challenge (6 to 12 day camping trips for physically challenged youth; ages 6 and up)

Northern Lake County

Lady Lake-The Villages

Services:

Health

- Advanced Nursing Concepts, Inc. (home health care; specialized nursing; full line of services available 24/7 for those 65 and up paying by Medicare and homebound)
- Lifeline Home Health (home health care case management, diabetes monitoring and other services for those 55+, mainly through Medicare and VA) Meeting at North Lake Presbyterian
- Outpatient Surgery
- Overeater's Anonymous
- 12-step program at Lady Lake Library
- American Cancer Society (man-to-man prostate cancer support group one Wednesday a month)
- The Villages Regional Medical Center (hospital)
- Grief Share Program (for those that have lost a loved one at Fairway Christian Church every Monday night)
- Lifestream Behavioral Center: Community Mental Health Outpatient Centers (individual/group counseling; medication management)

Umatilla

Services:

- Brass Basket (after school program with homework help for first to fifth grades)
- Grief Share (support group for the widowed and divorce, meets at church in Umatilla)
- Lifestream Behavioral Center: Our Turning Point Ranch (therapeutic group care focusing on emotional and behavioral challenges for girls 13-17)
- Second Harvest at First United Methodist Church (thrift store, food)
- Umatilla Community Center (senior meals at 11:30 daily; meals on wheels, games and activities; no fees, 60+)
- Umatilla Police
- Humane Society (Animal Control)

APPENDIX D

FOCUS GROUP QUESTIONS

1. What are the current social service needs for residents of Lake County?
2. What are the services that are currently available to meet the needs of residents?
3. What, if any, are the gaps in terms of available services?
4. Given limited resources, what are the priorities in terms of needed services?
5. What other groups should be contacted that can help us identify needs and potential resources?

APPENDIX E

FOCUS GROUP RESULTS

Elder Affairs Focus Group
July 19, 2007

Table 1: Current Social Services Needs Priorities

PRIORITY LEVEL	SERVICES	DESCRIPTION
High Priority Level 1	Transportation	<ul style="list-style-type: none"> • Bus Routes in Rural Areas • Safe Roads
	Health Care	<ul style="list-style-type: none"> • Medication Management • Access to Doctors, Facilities, Medication • Hospital Patient Advocacy • Medical Mobile Unit • Chronic Disease Education with Home Bound
	Resource Directory	<ul style="list-style-type: none"> • Need Better Communication of Available Services
	Disabled Services	<ul style="list-style-type: none"> • Vision • Hearing • Physical • Mental
	Outreach Coordinator	<ul style="list-style-type: none"> • Need Outreach Coordinator
Moderate Priority Level 2	Access to Healthy Food	<ul style="list-style-type: none"> • Meals on Wheels • Congregate Meal Sites • Emergency Food Banks • Nutrition Guidelines for Seniors
	Respite Care	<ul style="list-style-type: none"> • Daycare Center for Seniors • Respite Care for Caretakers • Temporary Respite Beds • Ongoing Caregiver Support
	Crisis Care Assistance	<ul style="list-style-type: none"> • Mental Illness (Alzheimers) • Food Stamps • Housing • Meals • Respite Care
	Eliminate Waiting Lists	<ul style="list-style-type: none"> • Need Additional Funding

		<ul style="list-style-type: none"> • Identify and Prioritize who is on the waiting lists
	Homebound Assistance	<ul style="list-style-type: none"> • Need Additional Services • Affordable In-Home Assistance • Rural Access to In-Home Services
	Medical Professionals/Education	<ul style="list-style-type: none"> • Mental Health Issues with Seniors • End of Life – Hospice
	Rural Access to Services	<ul style="list-style-type: none"> • Need for rural access across populations
Low Priority Needs Level 3	Housing	<ul style="list-style-type: none"> • Affordable • Housing is Substandard • Lack of Housing – Homelessness • Lawn/Yard Maintenance Support
	Financial Management	<ul style="list-style-type: none"> • Assistance for Seniors
	Legal Aid	<ul style="list-style-type: none"> • Legal Assistance for Seniors • Custody Issues (Children/Grandchildren)
	Retirement Issues	<ul style="list-style-type: none"> • Lack of Employment • Retirement Adjustment – Social, Financial, Emotional
	Bi-lingual Service Providers	<ul style="list-style-type: none"> • Need Bi-lingual Personnel
	Transportation	<ul style="list-style-type: none"> • Need Road Improvements for Emergencies
	Emergency Notification	<ul style="list-style-type: none"> • Need some kind of emergency notification (Tornadoes, Hurricanes)
	Pedestrian Safety	<ul style="list-style-type: none"> • Need crosswalks with timed traffic lights

Children and Families Focus Group Results
August 15, 2007

Table 1: Current Social Services Needs Priorities

PRIORITY LEVEL	SERVICES	DESCRIPTION
High Priority Level 1	Healthcare Services for Children	<ul style="list-style-type: none"> • Follow Up Services • Dental • Physical • Developmental • Improve KidCare Referral Process
	Crisis Response Teams	<ul style="list-style-type: none"> • Increase Numbers
	Public Transportation	<ul style="list-style-type: none"> • More access for rural/seniors
	After School/Weekend Programs for Children/Youth	<ul style="list-style-type: none"> • Parks and Recreation • Supervised Recreation
	Substance Abuse/Mental Health Adults/Children	<ul style="list-style-type: none"> • Prevention Programs • Treatment Programs • Mental Health Counseling • Suicide Prevention
	Foster Care Homes	<ul style="list-style-type: none"> • Medical • Regular • Increase in Number
	Moderate Priority Level 2	Youth Mentoring Programs
	Increased Collaboration Between Agencies/Family Support Programs	<ul style="list-style-type: none"> • Parenting • Household Management • Financial Management • Resource Access/Information
	Community Facilities	<ul style="list-style-type: none"> • Children's Programs
	Best Practices	<ul style="list-style-type: none"> • Research-based Programs
Low Priority Needs Level 3	Housing	<ul style="list-style-type: none"> • Affordable • Low-Moderate Income Housing • Workforce Housing (140% of Poverty) • Emergency Shelters • Resources on Demand
	Community Safety	<ul style="list-style-type: none"> • Increase in law enforcement • Increase in community programs
	Volunteer Programs	<ul style="list-style-type: none"> • Develop Addition

		Programs
	Child Abuse Education	<ul style="list-style-type: none"> • Teachers/Educators • Medical Providers • Risk Factor Identification
	Cultural Diversity/Awareness	<ul style="list-style-type: none"> • Education Programs
	Domestic Violence	<ul style="list-style-type: none"> • Victim's Programs • Offender's Programs
	Computer Technology	<ul style="list-style-type: none"> • Increased Access to Services

Table 2: Current Gaps in Social Services

PRIORITY LEVEL	SERVICES	DESCRIPTION	
High Priority Level 1	Transportation	<ul style="list-style-type: none"> • Inadequate 	
	Subsidized Day Care	<ul style="list-style-type: none"> • Home • Centers 	
	Emergency Services	<ul style="list-style-type: none"> • Shelters • Inadequate Emergency Service Response 	
	Foster Care Facilities	<ul style="list-style-type: none"> • Inadequate Number 	
	Community Centers	<ul style="list-style-type: none"> • Inadequate Space for Children’s Programs • Inadequate Space for Senior Programs 	
Moderate Priority Level 2	Health Care for the Working Poor	<ul style="list-style-type: none"> • Inadequate Number of Centers 	
	Access to Services	<ul style="list-style-type: none"> • Inadequate access to services for high risk populations 	
	Bilingual Services	<ul style="list-style-type: none"> • Inadequate number of bilingual service options 	
	Impact Fees	<ul style="list-style-type: none"> • Need to Be Lowered 	
	County Round Table	<ul style="list-style-type: none"> • Need to Bring county, cities, schools, churches into collaborative discussion 	
	Volunteer Programs	<ul style="list-style-type: none"> • Inadequate Number 	
	Veteran’s Services	<ul style="list-style-type: none"> • Difficult to Access 	
	Collaboration	<ul style="list-style-type: none"> • Need increased collaboration among agencies. 	
	Low Priority Level 3	Domestic Violence	<ul style="list-style-type: none"> • Inadequate Training for Professionals and Public
		Donation Center	<ul style="list-style-type: none"> • Food • Clothing • Furniture
Mentoring		<ul style="list-style-type: none"> • Families Adopting Families 	
Prison Re-entry Programs		<ul style="list-style-type: none"> • Transitional Housing 	
Provider Information		<ul style="list-style-type: none"> • Provider Fairs throughout County 	
Life Skills Training		<ul style="list-style-type: none"> • High School 	
Faith-Based Services		<ul style="list-style-type: none"> • Additional Funding 	
Outreach		<ul style="list-style-type: none"> • Personalized 	

Table 3: Current Services, Service Priorities, and Potential Groups to Participate in Discussion

CURRENT SERVICES	GENERAL SERVICE PRIORITIES	POTENTIAL GROUPS TO PARTICIPATE
Human Care Network	Communication/Exposure Create Awareness	Department of Children and Families
Children’s Services Council	Accessibility to Services	Church Groups
Community Resources Guide	Family Values	Employers
Community Action Agency	Focus on Families and Children	Bankers (Financial Advisors)
Lake Express – Public Transportation	Funding	Retirement Groups (Villages)
United Way	Self-Sufficiency	Schools
Senior Care Services	Youth Activities	County Government
Florida vision Quest – eye exams	Accessibility to Transportation	Parents
Florida Kid Care Health Insurance	Additional Facilities	Child Care Providers
Faith-Based Services	Counseling Services	Private Sector
Christian Care Center	Coordination Between Services	Law Enforcement
Life Streams	Shared Service Database	
Mentoring in the Schools	Health Care	
Red Cross	Mental Health/Mentors	
Boys and Girls Clubs	Jobs	
YMCA	24 Hour Urgent Care	
City Recreation	Safety	
	Cohesiveness of “God Squad”	
	Change of Attitudes	
	Ongoing Funding for Successful Programs	

Human Services Housing, and Social Services Focus Group Results
August 15, 2007

Table 1: Current Human Services, Housing and Social Services Needs Priorities

PRIORITY LEVEL	SERVICES	DESCRIPTION
High Priority Level 1	Housing	<ul style="list-style-type: none"> • Emergency Housing (Shelter) • Transitional Housing (Shelter to Permanent)
	Public Mass Transit	<ul style="list-style-type: none"> • Additional Buses and Routes to more Rural Areas
	Emergency Services	<ul style="list-style-type: none"> • 911 • Emergency Response Units • Police
	Funding for Services	<ul style="list-style-type: none"> • Insufficient Funding
Moderate Priority Level 2	Housing	<ul style="list-style-type: none"> • Affordable Housing for Low Income Populations • For Seniors
	Affordable Health Care	<ul style="list-style-type: none"> • Low Income Populations • Seniors • Children
	Financial Management Training	<ul style="list-style-type: none"> • Credit Management • Financial Goal Setting • Budget Management
	Volunteers	<ul style="list-style-type: none"> • Inadequate number of volunteers across programs
	Diversity	<ul style="list-style-type: none"> • Cultural Diversity Training for Professionals
	Counseling	<ul style="list-style-type: none"> • Mental Health • Substance Abuse
	Information Services	<ul style="list-style-type: none"> • 211
	Economic Stability	<ul style="list-style-type: none"> • Living Wage Jobs
	Equal Access to Social Services	<ul style="list-style-type: none"> • Equalize Access Throughout Lake County
	Low Priority Needs Level 3	Foster Care
Community Leadership		<ul style="list-style-type: none"> • Home Owners Associations

Table 2: Current Gaps in Human Services, Housing and Social Services

PRIORITY LEVEL	SERVICES	DESCRIPTION
High Priority Level 1	Public Health Care	<ul style="list-style-type: none"> • Inadequate Public Health Care Options • Health Department Can't Take New Patients • Health Department no longer Primary Care
	Health Care Access	<ul style="list-style-type: none"> • Inadequate Medicaid Options/Availability
	Affordable Housing	<ul style="list-style-type: none"> • Lack of Affordable Housing for Low Income Individuals and Families
	Transportation	<ul style="list-style-type: none"> • Inadequate Transportation for Rural Areas • No Weekend Service
Moderate Priority Level 2	Transitional Programs	<ul style="list-style-type: none"> • Lack of Transitional Services for Inmates
	Social Health Services	<ul style="list-style-type: none"> • Inadequate Level of social/health services in Lake County
	Outreach	<ul style="list-style-type: none"> • Inadequate information about social and Health services • Inadequate Outreach to potential clients and patients
Low Priority Level 3	Immigrant Services	<ul style="list-style-type: none"> • No services for illegal immigrants

Health Services Focus Group Results
August 16, 2007

The 10 members of the group identified the following services, gaps, and needs.

Table 1: Current Services, Gaps in Services, and Community Health Needs

CURRENT SERVICES	GAPS IN SERVICES	COMMUNITY PRIORITY HEALTH NEEDS
		High Priority – Level 1
Health Referral Services (We Care)	Inadequate Evening and Weekend Medical Care	Preventive Health Education
Community Medication Care Center (3 locations)	Bilingual Staff in Medical Facilities	Affordable Health Insurance
Lake County Community Health Worker Program	Culturally Competent Medical Staff	Low Cost Prescriptions
		Moderate Priority – Level 2
Community Health Center	In Adequate System for Medical Services Eligibility	Transitional Housing for Homeless Population
Health Department	Tracking System for Effective Service Utilization	24 Hour Primary Care/Mental Health Facility
Hospice of the Comforter	Medicaid Dental Limitations	Drug Rehabilitation Services for Youth
		Low Priority – Level 3
Abstinence Education	Inadequate Client Access to Service Information	Jail Diversion Program
Veteran’s Health Care	Insufficient Primary Care Services	Additional Volunteer Medical Specialists
General Medical Care System	Inadequate Case Management and Diversion Programs for Offenders	Additional Safe Recreational Activities
Library	Inadequate Specialized Medication Services	Additional Law Enforcement in Leesburg and other high risk areas
	Inadequate Senior Services Case Management	Faith-Based Organizations – Need to Include Health
	Lack of Collaborative Initiatives to Address funding and services issues	Centralized Listing of Community Resources
	Primary Care Network for Collaboration	Systemic Case Management to Ensure Continuum of Care
	Chronic Disease Management Services	

APPENDIX F
CONSENT FORMS

Social Services Needs Gap Analysis of Lake County

I understand that I have been asked to participate in the Social Services Needs Gap Analysis of Lake County study. This study is designed to learn from residents of Lake County about the current social service needs and resources for residents of the county. This study is being conducted by the Center for Community Partnerships of the University of Central Florida College of Health and Public Affairs on behalf of Lake County Department of Community Services. Participants in this focus group and subsequent surveys will be at least 18 years of age.

The study will include a focus group that is organized around the following questions:

1. What are the current social service needs for residents of Lake County?
6. What are the services that are currently available to meet the needs of residents?
7. What, if any, are the gaps in terms of available services?
8. Given limited resources, what are the priorities in terms of needed services?
9. What other groups should be contacted that can help us identify needs and potential resources?

The focus group will last about one hour. I understand that my participation in this study is completely voluntary and that I am free to withdraw my consent at any time without any consequence and that I do not have to answer any questions that I do not wish to answer. The information provided during these focus groups will be presented in terms of the information generated by the group and will not identify the answers of specific participants unless permission is given. The consent forms will be kept in a locked cabinet separate from the focus group information. There are no personal benefits to the participants of this study and I will receive no compensation for my participation. The results will hopefully help the Lake County Department of Community Services develop a plan that will meet the needs of residents of the county in the most effective way possible. There is no anticipated harm to any participants in this study. If you have any questions about this study, please feel free to contact Dr. Mary P. Van Hook at (407) 823 0117 or Dr. Nancy Ellis at (407) 823 -0713

Research at the University of Central Florida involving human participants is carried out under the oversight of the Institutional Review Board (IRB). Questions or concerns about research participants' rights may be directed to the UCF Institutional Review Board Office at the University of Central Florida, Office of Research and Commercialization, 12201 Research Parkways, Suite 501, Orlando, FL 32826-3246. The phone numbers are (407) 923 2901 or 407 882 2276.

Thank you for any information that you can give us. Your input is valuable in terms of the ability of Lake County Department of Community Services to meet the needs of your community.

Mary Van Hook, Ph.D.

Nancy Ellis, Ph.D.

I have read the procedure described above. I voluntarily agree to participate in the procedure and I have received a copy of this description.

Participant Name

Date

APPENDIX G
SURVEY QUESTIONNAIRE

Social Services Needs and Gap Analysis of Lake County

The Board of County Commissioners and Lake County Community Services, in partnership with the University of Central Florida's Center for Community Partnerships are collaborating to explore the current status of social services available to the residents of Lake County. Our intent is to identify existing services across four broad categories – Elder Services, Children & Family Services, Health and Health-related Services, and Other Social Services – determine whether there are unmet needs, and attempt to establish some prioritization of the unmet needs or service gaps identified. Determining current availability, the needs and the gaps in service will assist all of the stakeholders in social services and human needs arenas to better target current services as well as make informed decisions about future needs. We hope the results of this effort will provide a community planning tool to guide the growth of Lake County's service providers now and into the future. We recognize nobody wants to complete these questionnaires, and thank you in advance for your commitment to be a part of this important process. If you have any questions, please contact Dr. Mary Van Hook (407) 823 0711 (mvanhook@mail.ucf.edu) or Dr. Nancy Ellis (407) 823 0713 (nancy@mail.ucf.edu).

I understand that I am being asked to complete a survey asking for information about the nature of the services provided by our agency, possible waiting lists, and plans for expansion of services as well as my view regarding priorities for services. The information derived from these surveys will be compiled in terms of the nature of the current services and gaps in services in Lake County. This information will be submitted to the Lake County Community Services. I further understand that this study is limited to individuals who are at least 18 years of age. Please return this study in the attached self addressed envelope. If you are receiving this survey by e mail, please mail it to Dr. Mary Van Hook, Center for Community Partnerships, University of Central Florida., 3280 Progress Drive, Orlando, FL 32826 in an envelop that does not include your address or send it by e mail to mvanhook@mail.ucf.edu.

I understand that my participation in this study is completely voluntary and that I am free to withdraw my consent at any time without any consequence and that I do not have to answer any questions that I do not wish to answer. There are no personal benefits to the participants of this study and I will receive no compensation for my participation. The results will hopefully help the Lake County Department of Community Services develop a plan that will meet the needs of residents of the county in the most effective way possible. There is no anticipated harm to any participants in this study.

Research at the University of Central Florida involving human participants is carried out under the oversight of the Institutional Review Board (IRB). Questions or concerns about research participants' rights may be directed to the UCF Institutional Review Board Office at the University of Central Florida, Office of Research and Commercialization, 12201 Research Parkways, Suite 501, Orlando, FL 32826-3246. The phone numbers are (407) 923 2901 or 407 882 2276. I understand that my completion of this survey constitutes my consent to participate.

Thank you,

Mary P. Van Hook, Ph.D.

Nancy Ellis, Ph.D.

I. AGENCY INFORMATION

Agency name:

Agency Address:

Phone:

Contact Person:

email:

Briefly describe your agency's role in providing services to Lake County residents: _____

Geographic locations where residents may **apply for** services provided by your agency: _____

Do you partner or collaborate with other organizations in Lake County? Please describe: _____

If similar services are available in Lake County, do you have any provisions for preventing duplication of services? Please describe: _____

If an applicant for service is not eligible or appropriate for your services, what action do you take? _____

Is there any follow-up to assure service needs were met? _____

Is there any seasonality to your services, or more demand during particular times of the year? Please explain _____

II. SPECIFIC SERVICES INFORMATION

Please briefly describe each of the categories of service your agency provides, the target population, any special characteristics of the population (i.e. disabled, income eligible, etc.) Please check all that apply for the particular service described.

1. Type of Service:

Brief description:

People served: Children _____ Adults _____ Seniors (65 and older) _____

Setting: Office _____ Schools _____ Homes _____ Residential Services _____
Other: Please explain _____

Typical numbers of clients served in a week _____

Geographic locations where clients may **receive** this service within the county _____:

Do clients receiving this service pay for the service? Identify customary sources of payment:

No-cost service _____ Private insurance _____ Medicaid _____ Client fees _____

Non-medicaid governmental funding _____

Others (please explain) _____

If client fees, do you have a sliding fee scale? No Yes

Current waiting list No _____ Yes _____ (if yes, how long is the typical wait) _____

Do you have plans to expand this service No _____ Yes _____

If Yes, please explain _____

Please describe any specific eligibility requirements for this service: _____

Do clients receiving this service have any other special characteristics (specific disability, age, familial status, etc.) _____

In your opinion, please list the most important areas of unmet needs or service gaps in Lake County's social services network:

- 1) _____
- 2) _____
- 3) _____
- 4) _____

APPENDIX H
LAKE COUNTY SOCIAL SERVICES
SURVEY RESULTS

Survey #	AGENCY NAME	Address	Role as a Service Provider	Locations for services applications	Partners/Collaborators in Lake County	Provisions to Prevent Duplication	If Applicant Ineligible, What Action is taken
1	Orlando Regional Healthcare	1414 KAHAVE, Orlando, FL 32806	1) Free Benefit Program for 55+ 2) Provide Healthcare Awareness Programs 3) Travel Clubs 4) Seminars and Benefits if Staying in Hospital	By Mail, website, phone, South Lake Hospital	South Lake Hospital - Clemons	None Mentioned (Florida Hospital is in that program with different audience)	All are eligible if they are over 55
2	Lake Co. Housing & Community Dev.	P.O. BOX 1600, Talahas, FL 32378	1) Rental Home Assistance 2) Home Purchase Assistance 3) Housing Rehabilitation Assistance 4) Prescription assistance 5) Home Placement	Talahas, FL (1300 S. Duval Drive)	1) Nonprofit housing providers 2) Leads is 3) landlords 4) cities 5) Lake County Health Dept		Try to find alternative funding sources and services
3	C & M Guardian and POA Services	304 S Highland Circle	1) Provide Guardian services to incompetent 2) Provide POA services as needed	Lake County	Appointed through the courts		Nothing. The court makes the decision
4	Lake-Summer EMS	2761 WestOM Highway 441 Mt Dora, FL 32757	1) 911 calls 2) Wellness Checks for rural adults & kids 3) Homebound Fil slots/Fil classes	Lake County	Lake County Sheriff & Health Depts		
5	United Way of Lake and Summer	320 West Oak Terrace Blvd, Suite 106 Leesburg, FL 34748	1) Funding source for senior programs 2) Coordinates services		Lake County Community Services Althea Inc is Association MM-Florida Comm ; RSVP	They had only one agency per service area	Referral Services
6	New Vision for Independence	9501 US Highway 444 Leesburg, FL	1) Rehabilitation training for physically impaired adults	Lake and Summer Counties	Anyone agency that provides assistance the Division or B had Services does not		
7	Lake Community Action Agency, Inc	501 North Bay St	1) Provide emergency and child care services to low-income families and children	Essex, Leesburg, Clemons, Mt Dora	Agencies that provide services to children and families	Recently acquired homeless management conduct follow up	homeless management conduct follow up

Survey #	AGENCY NAME	Address	Role a.s. Service Provider	Locations for service applications	Partners/Collaborators in Lake County	Provisions to Prevent Duplication	If Applicant Ineligible What Action is taken	Is there follow up to assure service needs met?	Is our service seasonal? If so, when?
	Home Instead Senior Care	216 North 3rd Street, Ste A	1) Provide non-medical help to seniors (run errands, light housekeeping, prepare meals, provide transportation	All of Lake and Sumter Counties	Team up with Home help and CA/Ns	Communicate with partners	referrals to other agencies/companies	Yes, with the senior and the agency	Fall/Winter based on due snowfalls
	LAKESUMMITER Children's Advocacy Ctr	300 South Canal Street	1) Provide services to abused children, assist	Leesburg, Bushnell	Lake County Sheriff	No Similar Services in Lake County	referral to appropriate agency	if needed	No
	Tavares Police Department	Leesburg, FL 34748	1) Law enforcement and mental functions	Leesburg, FL 34748	State Attorney's Office DCF and Domestic Violence Ctr				
	10 Department	201 East Main Street, Tavares, FL	1) Law enforcement and mental functions	Police departments of DCF	DCF Lifestream Salvation Army Local Churches and Schools		try to refer elsewhere	sometimes	No
	Advocating for Kids, Inc.	PO BOX 1847 Mount Dora FL	1) Advocate for abused children	Lake (and other) counties	Lifestream Community Action	No similar services	by volunteers		No
	Heaven of Lake and 12 Sumter County	2500 South Street Leesburg, FL 34748	1) Provide a wide array of immediate and long-term assistance programs for those that are victims of domestic violence	Leesburg Office Sheffert/Undisclosed Location 24 hour telephone hotline	Referrals to Lifestream, private duplicating services with other therapists	They are adamant about clients not duplicating services with other therapists	Refer them to appropriate service	Not really, because confidentiality is paramount	Holiday seasons are noticeable
	The Connection 13 Helpline	PO BOX 1686 Tavares, FL	1) Provide a hotline that provides encouragement, information, referrals to community resources and suicide prevention	Lake County and Beyond	The Safe Climate Coalition	No similar services	Only if caller re-initiates contact		No
	CAC (Children's Advocacy Council)	PO BOX 7800 Tavares, FL 32778	1) Funding source (not direct service provider) For those that serve Lake County children	Tavares Office		Yes, applicants must report all info	They initiate the opportunity to apply annually	Yes, quarterly reports are required for review	
	American Red Cross Chapter	1211 West Main St Leesburg, FL 34748	1) Provide disaster relief response	Branch Office and Three separate phone numbers	Refer people to local agencies	They use CAN	Work to refer them to local agencies	Case Management is done with disaster clients. Completion of the feedback survey is encouraged	Based on Wild fire and hurricane season, more house fires in cooler weather weather
	Lake County Veterans Services	PO BOX 7800 Tavares, FL 32778	1) Assist veterans with applying for disability compensation and pension benefits as well as information on V.S. medical care	Tavares, Leesburg, Lake County	VA Community Clinic in Leesburg	Referrals to other agencies (like Social Security)	Referrals to other agencies (like Social Security)	Counselors work with clients until case is resolved	Completed are available M-F, 12 months a year

Agency #	Agency Name	Address	Role as a Service Provider	Locations for services applications	Partners/Colaborators in Lake County	Provisions to Prevent Duplication	Is there follow up to assure service needs met?	Is your service seasonal?
17	Substance Abuse Mental Health DCF	1601 West Gulf Atlantic Hwy Willowood, FL	1) Contract with the state to provide substance abuse/mental health services	Do not provide direct client services	Lifestream	Refer to appropriate agencies	Contact Monitoring	
18	We Care of Lake County	1300 Duncan Drive, Bld E, Ste 114 Tallahassee, FL 32378	1) Place financially screened and approved clients with appropriate specialist according to need	Tallahassee Office	Receive referrals from clinics and health care centers	No similar known agency	Yes, they call and follow up as time allows	No
19	FL Hospital Wareman Home Care Services	3260 Wareman Way Tallahassee, FL 32378	1) Medicare Certified Home Health Agency 2) Provide private duty nursing (M's or V's) 3) Provide equipment services 4) Provide non-emergency transportation	Usually through phone referrals, our gen is at a local store	Hospitals, Physicians, Skilled Nursing Facilities	There are over 50 home health agencies in Lake County (They are licensed by AHCA)	Refer to appropriate resource agency, physician No	Summer is slow, snowbirds are gone
20	Brain Injury Support Group of Lake County	12437 Pine Glen Drive Leesburg, FL 34788	1) Raise awareness about living with brain injury 2) Provide education and prevention	No application, need only to attend a monthly support group meeting			Help find them something suitable for their needs Yes, usually through telephone contact	No
21	NAH-Lake County	2020 Tall Road Leesburg, FL 34788	1) Provides mentally illness support groups 2) To educate and advocate	Office	Lifestream Behavior Center	None known	Refer to proper service Telephone	No
22	Granny Nannies	340 West Oak Terrace Drive Suite 107 Leesburg, FL 34748	1) In home health care provider	Patients are referred by LRM/C and hospice, doctor offices, etc			Refer to another agency if possible	Slower in winter, slower in summer
23	Deaf & Hearing Services of Lake County	220 South 9th Street Leesburg, FL 34748	1) Provide programs and services for deaf and hard of hearing individuals	Currently, the office in Leesburg but soon two satellite stations will open in the Villages and South Lake	Any agency providing service to this population	No similar agency	Refer to another agency if possible Yes	Slower during winter months
24	Interim Healthcare	3264 E 68th Lane Leesburg, FL 34788	1) Private nursing in the home	Lake county franchise locations	They are subcontracted by Senior Services, Hospice, Medicare, Home Health Agencies, etc	Insurance Verification	Refer to another agency occasionally	No

Sunday #	AGENCY NAME	Address	Role as a Service Provider	Locations for services applications	Partners/Colleagues in Lake County	Provisions to prevent duplication	What action is taken	Is there follow up to assure service needs met?	Is our service seasonal?
	Department of Elder Affairs	1515 East Silver Springs Blvd Suite 203 Ocala, FL 34470	1) Advocate for residents in long term nursing care	Anyone can file a complaint	The Agency for Healthcare Admin. Department of Health Office of the Attorney General Statewide Advocacy Council DCF (Adult Protective Division)			The results of the investigation are provided	More calls during the holidays when families visit
	Christian Care Center, Inc	220 N. 13th Street Leesburg, FL 34748	1) Social Services in Leesburg 2) Community Outreach	Services provided in downtown Leesburg, surrounding areas (Fountain Park, Lady Lake)	Collaborate with the Dept. of Juv. Justice, Citizens Commission, Homeless Coalition, Public and Private schools through FDOE	Working with Homeless Coalition to establish a database	Refer to other agencies	Yes	Yes (during summer when it is not storms (hurricane to make do) and high unemployment)
	Genetic Management, Inc	PO BOX 568 Orlando, FL 32856	1) Provide genetic case management	Lake, Sumter, Marion	ALF, L. Helms, hospice, Home Health Agencies	There are no other defined genetic case managers	Refer them to the appropriate agencies	Yes	No
	Lighthouse Central Florida, Inc	215 E. New Hampshire Street Orlando, FL 32804	1) Provides vision rehabilitation services to blind residents of The Villages (under contract w/ Division of Blind Services) 1) Disability program navigator helps persons with disabilities navigate through the workforce system	Recreation Centers in The Villages Lake County	Lighthouse is supported by Lake County Commission and New Lake Sumter United Way Workforce Central Florida	There is a service agreement to make sure Vision serve separate clients	Provide referrals to other agencies	Satisfaction surveys are used	No
	Lake County ECC Community Services Projects Coordinator	PO BOX 7600	1) Facilitate human service grants-FEMA funding to service providers	Agencies funded by Lake County, ECC are located throughout the county	Salvation Army is the facilitator for FEMA- they keep database		Refer to other agencies	No	End of Month
	Lake County Action Community	501 N. Bay St.	1) Provide self-sufficiency services to low income	Lake County	Ches. County, Schools, Private	Client tracking system	Make referrals to other agencies where income	Yes	High demand for energy help in winter

Survey #	AGENCY NAME	Address	Role as a Service Provider	Locations for service applications	Partners/Collaborators in Lake County	Provisions to Prevent Duplication	If Applicant Ineligible, What Action is taken	Is there follow up to assure service needs met?	Is your service seasonal?
32	First Church of God		1) Help provide emergency financial assistance (rent, utilities, food)	Financial Services at 1315 North Shore Drive, Leesburg (Food as well); Food only at 315 East Orange, Eustis FL	Share information with other agencies when requested	Use a database for tracking clients	Refer them to other agencies	sometimes	slow in 1st quarter (because of tax refunds)
33	The Salvation Army	2105 West Main Street Leesburg, FL 34748	1) supply social services, counseling	At Leesburg Office	The Human Care Network	Keep a file, year database on information provided by other agencies	Try to refer them	Yes, when necessary	Picks up at holiday and start of school
34	Children's Home Society	1300 Duncan Drive, Bldg D Tavares, FL 32778	1) provide several types of family counseling	Residents are referred by courts	KCJL Westream; Courts	There are no other free non-the-rapto providers in Lake County	Can only refer case back to court/provider	Yes	No
35	Lake County Community Services Administration	1300 S Duncan Drive, Bldg B Tavares, FL 32778	1) provides service coordination 2) manages several programs	Office in Tavares	Citizens looking for services are referred to funded agencies	No	Referred back to agency/refined	No	The Lake County Fire and/or Solid Waste Assessment Program run from Nov 1st to March 31st
36	Community Health Care Center		1) provide quality care to uninsured and low income families from LRMIC tax district at no charge	1210 West Main Street, Leesburg FL	We Care, LCHD, 1st Baptist Church of Leesburg	Yes, in intake paperwork	Refer them to another provider	No	Busier during the winter months
37	Lake Sumter Community College New Directors Program	9501 US Highway 441 Leesburg, FL 34788	1) provide a wide range of services for those in the Displaced Homemaker Program	LSCC (Leesburg Campus, Clemons Campus)	Children's Services Council and Workforce Agency Innovation		Try to help students find other avenues of aid to continue education	Yes (through phone or mail)	Higher during college enrollment periods

Survey #	AGENCY NAME	Address	Role/s & Service Provider	Locations for service applications	Partners/Collaborators in Lake County	Provisions to Prevent Duplication	If Applicant ineligible, what action is taken	Is there follow up to assure service needs met?	Is your service seasonal?
38	Green Lake Children's Ranch	PO BOX 121400 Clement, FL 34712	1) provides residential care for at risk boys 7-17 (with counseling, educational and family support)	The Ranch	Willing to partner with anyone	No programs like it	Refer them to other programs	No	No
39	Lifestream Behavioral	PO BOX 491000 Leesburg, FL 34749	1) Provides a variety of health, behavioral and services to residents in Lake County	Leesburg and satellite clinics, website	Many community partnerships: schools, local government, law enforcement, social service agencies.	They are the only Lake County contracted provider that provides the services	Lifestream constantly seeks to upgrade its local agency/organization information and provides this information to clients	Yes, through a variety of survey techniques	Child care is year round
40	Take Stock in Children	1108 Griffin Road Leesburg, FL 34748	1) provides students from middle schools with scholarship opportunities 1) Educational system	All places in Lake County	LSOC Talent Search, upward bound		Parents and students are reminded of Florida Bright Futures scholarship	Students are assigned a mentor to help them get to college or tech school	School year (180 days)
42	Leak Lake Police Department	423 Fennell Blvd Leak Lake, FL 32159	1) Victim Advocacy Services 2) Adult/Inmate Patient Identification Program 3) Children Holiday Program and Bike Safety 4) Summer residential camp for those 5-60 with special needs	Leak Lake PD	Heaven of Leak and Summer DCF, Lifestream Lake Children's Advocacy Eustis Chamber of Commerce	Communicate with Leak Sheriff's office they have similar programs	Refer them to proper agency	Follow up contacts are made of all applicants	Year-round season through New Year
43	Camp Thunderbird	908 East Welch Road Apopka, FL 32712	1) provides primary health care	LCHC (Leesburg) South Lake Family Health Center (Gorhamo)	Lake County Community Access Network	Demand for service exceeds capacity so there is no duplication	Refer them to a specialist	No	No
44	Community Health Centers	110 E. Woodland Ave Winter Garden, FL 34787	1) provides support to low income families	Grove and Office	United Way, Salvation Army	Seize Lake County and monitored by Salvation Army outside		No	No requests go up when economy goes down
46	Safe Climate Coalition of Lake	PO BOX 64 Yallahs, FL 34749	1) A Community coalition that provides no direct services	All of Lake County	36 collaborators				
47	Lake County Shared Network Bus	512 S. Palm Avenue Howie in the Hills, FL 34731	1) work toward helping children through resource sharing network	Does not provide direct services	Government, schools, social services and law enforcement				No

Survey #	AGENCY NAME	Address	Role as a Service Provider	Locations for service applications	Partners/Collaborators in Lake County	Provisions to Prevent Duplication	if Applicant Ineligible What Action is taken	Is there follow up to assure service needs met?	Is your service seasonal?
	Avante Mt Dora Skilled 48 Nursing Rehab	3050 Brown Avenue Mt Dora, FL	1) Provide skilled nursing/rehab center/long term care	Eustis, Mt Dora, Leesburg, Tavares, Villages	LRMC The Villages APS, All Senior Communities	NA	Refer them to local or out of area services	Yes, via telephone	Busier in winter due to snowbirds

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