



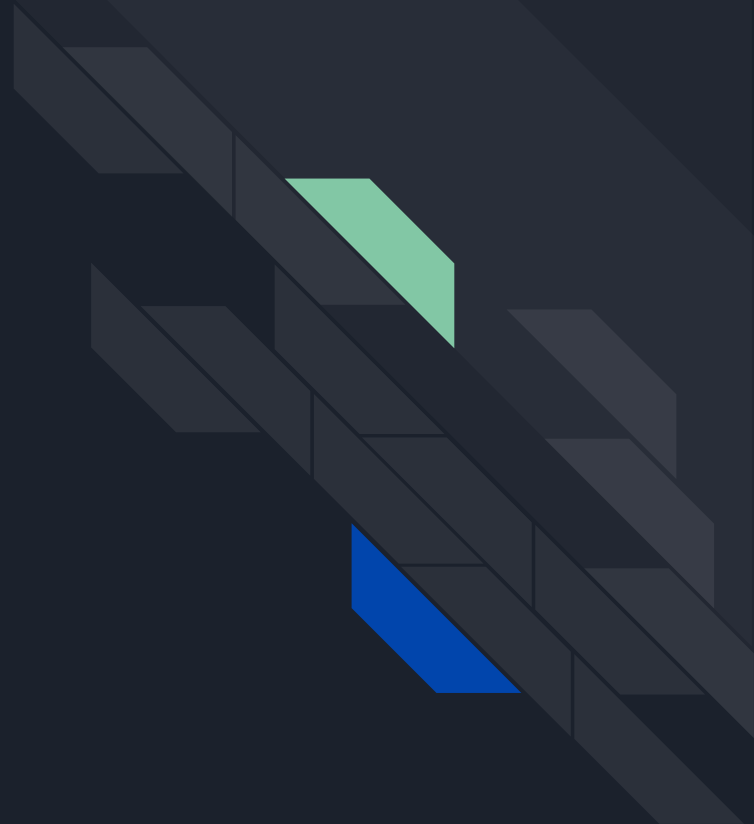
# Florida Community Innovation Presentation

*Analyzing the relationship between Florida municipalities, residents, and social service organizations in the community*

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Do municipalities in Florida successfully communicate available resources to residents in need? And if not, is there space for FCI in this arena?





# Literature Review Methodology

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Our literature review was intended to aid in identifying possible strategies and priorities for FCI to conduct outreach to municipal governments in Florida in order to facilitate closer relationships with those entities.

The review analyzed fifteen contemporary sources, focusing on three categories: municipal government structures in the United States, partnerships between nonprofit organizations and municipalities, and studies of the impact that increased information availability has on outcomes for people accessing public resources

All queries were searched through the American University Database



# Municipal Government Structure

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Variance in municipal government structures is driven both by demographic variation of the population as well as the context that the municipality was chartered.

- I.e. Per capita expenditures by a local government have an inverse relationship with population increases.

Administrative structures are built in the context of government structures, and services provided by a municipality are a direct result of the administrative offices that serve under the installed government.

As a general rule, smaller municipalities have a lower variety of services provided due to a smaller administrative structure, but have a higher degree of per capita spending on those same services.



# Partnerships Between Municipalities & Nonprofits

Partnerships between nonprofits and government entities can provide mutual benefit to both parties, as nonprofits can provide more in-depth services to the public than many government entities.

One key area problem facing many municipalities is the lack of interoperability internally with resource information and referral.

- Some cities have had success in integrating access to services through the 311-telephone system (211 in some localities), but there are gaps in information available through such caller systems, and the systems are largely dependent on the local knowledge and training of the operator.

The popularization of government downsizing, having arisen in the mid 1980s, has diminished the capacity for local governments to provide in-depth, interconnected information on available service, creating an opportunity for informational non-profits to step in and fill the service gap.

# Service Information & Its Usefulness to Municipalities

- There is no guarantee that a local government is tracking information related to the use of its services provided, unless there is an external stakeholder to whom the municipality is accountable for that service, such as a federal agency or grant provider.
- Internally, local agencies are prone to a phenomenon known as information siloing, where individual, compartmentalized departments don't communicate their operations with one another, and information doesn't pass across all stakeholders within a jurisdiction, service is delivered inefficiently.



# Service Information & Its Impact on Access

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Across services, studies reinforce the having more access to information to available resources improves outcomes in the area of service provided.

Housing: “results highlight the importance of understanding the information environment in which housing searches take place for demographic research on residential mobility” (Besibis & Kuk, 2021).

Food Security: Obtaining food from food banks “takes a good deal of time, energy, and knowledge. One must know where to go and when, within a complex and constantly changing landscape of providers and other resources. Programs open and close, hours change, and providers stop serving early because they run out of food” (Meiwald & McCann, 2014). “Areas of potential need persist in urban areas. We calculated that 38% of the low-income census tracts had low access to SHFB food assistance” (Bacon & Baker, 2017).

Healthcare: There have been multiple studies conducted linking neighborhood resource availability to cardiovascular disease. In a 2001 study from the New England Journal of Medicine, people who lived in areas with less information referring available healthcare resources, “had a higher risk of [cardiovascular] disease than residents of advantaged neighborhoods, even after we controlled for personal income, education, and occupation” (Roux et al., 2001).



# Interview Methodology

Which municipalities were contacted, and in which areas?

How were interviews conducted?

Review of the interview questionnaire.



# Standardized Interview Questions

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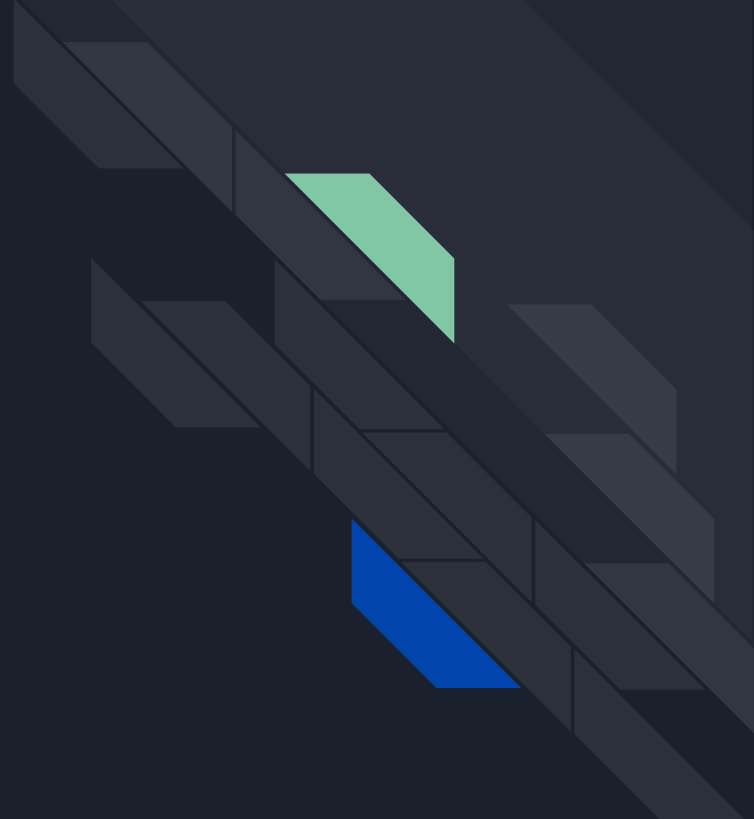
1. **Residents may need social service resources throughout the course of their lives; does your office regularly receive inquiries regarding resources that could assist residents in these periods?**
1. **Give examples of jobs, housing, or healthcare if prompted for an example – might be good to keep it broad at first to see what they say.**
  - If yes, proceed to next question
  - If no, ask for the information or POC we should be speaking to instead
1. **Does your office provide specific training for employees that would help them match stated needs to available resources in your area, either government sponsored or nonprofit?**
1. **How does your office share information with residents regarding resource availability?**
1. **Does your office maintain physical or digital copies of community resources at local gathering places, for example: libraries, schools, churches, community centers?**
1. **Does your office monitor, track, or otherwise analyze data that indicates how many residents you have assisted in finding resources? If so, how does your office do this?**
1. **Does your office contract or otherwise have relationships with nonprofits and/or community resource providers, either local or national, that you direct community members in need to?**
1. **Is there anything you would like to add regarding the relationship between your municipality and the social service providers in your community?**

# Research Findings

**Limited Data Tracking**

**Lack of Updated  
Resources/Contacts**

**Insufficient Training**





# Lessons Learned

**Barriers to Access**

**Provide an Open-Ended Question**

**Other Sources of Information**



# Recommendations

1

Expand future research to include county governments

2

Strengthen organizational relationships with municipal governments

3

Focus on smaller municipalities that are historically underrepresented





**Questions?**



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