

Mayor's Parramore Task Force  
Social Service and Education Subcommittee  
Task Team 2 – Social Service Providers

**Thursday, January 22, 2004**

**Meeting Notes**

Present: Terry Delahunty, Beverly Morgan, Hudie Stone  
Guests: David van Gelder, Phil Cowherd  
Staff: Susan Harris, Lisa McCoy

Susan Harris called the meeting to order at 9:10 a.m. in the conference room of the Callahan Neighborhood Center. Self-introductions were made.

Mrs. Harris reviewed the handouts passed out:

1. List of social service agencies located within the boundaries based on 2001 data provided by the Community Services Network
2. Map pinpointing the social service agencies within the boundaries
3. Pages out of the Parramore Heritage Community Directory listing social services

Mrs. Harris presented the purpose of the task team and asked members for input:

To identify the impact of social service providers located in the Parramore Heritage boundaries on the neighborhood.

Members had no changes to the purpose as stated.

Members discussed the list of social service agencies located in the boundaries. There are some agencies operating within the boundaries that not listed, such as the Homeless Health Care Center. Mrs. Harris explained that the list and map are based on data received in 2002 from the Community Services Network. The list includes other agencies not traditionally defined as social service agencies such as the City's Callahan Neighborhood Center, the Greater Orlando Legal Services-GOALS, Orange County Public School and others. There was a brief discussion about the moratorium the City place on the area that does not allow existing social service agencies to expand or other social service agencies to locate in the neighborhood. Staff will get the members a copy of the City's moratorium.

Mr. Delahunty suggested breaking the social service list into categories, such as social service agencies, government agencies, and churches. In addition, the members recommended adding social service agencies and providers that are located within a block of the Parramore Heritage boundaries, (N-south side of Colonial Dr.; South-north

side of Gore St.; West-OBT; East-Hughey St.). Staff will verify the information on the list and will check with the City's Planning Dept. about the ability to identify the social service agencies just outside the boundaries.

Members discussed strategies for how to assess the impact of social service agencies on the neighborhood within a short timeline:

1. Conduct a Survey of:
  - a) Social Service Agencies – ask questions such as how long have you operated in the neighborhood; how many clients live within boundaries; do you conduct business with other businesses within the neighborhood boundaries, etc.

Members discussed mailing the survey to the social service agencies and making follow up calls to get the information.

- b) Neighbors - create written questions that may be answered by the neighbors or orally presented. Members decided to conduct oral surveys using objective scribes to write down the responses. Potential scribes could be UCF/Orlando Promise students, civic groups, etc.

Members discussed hosting a neighborhood dinner or picnic and asking the neighbors to participate in groups to gather the survey information. The event needs to involve food and activities for the kids. Invitation would be mailed to the residents and businesses within the boundaries and would include a "ticket" for the food. Members agreed that audience for the picnic or dinner are the residents, property owners and businesses within the boundaries, not the homeless, etc. Therefore the residents, property owners and businesses need a "ticket" or something to present to confirm that they live, own property or have a business in the neighborhood.

Hudie Stone emphasized the importance of developing survey questions that will collect the information the task team needs and that the survey questions need to consider the cultural and ethnic diversity within the neighborhood. Members discussed needing to recruit people that are able to speak Creole and Spanish. The surveyors need to be able to relate to the neighbors in order to establish a trust level.

Mrs. Harris will get members a copy of the Callahan neighborhood Listen Project results.

Mrs. Stone commented about crime being a significant problem in the neighborhood. Members agreed that the crime and its perception hurts the neighborhood.

Mr. Delahunty asked for comments about the need for a Daytime Drop-in Center for the homeless and would this help lessen the number of people loitering or walking the neighborhood streets. David van Gelder commented that the center is a good idea and is needed. Mr. Van Gelder comment that to be effective and address the neighborhood concerns, the drop in center needs to be located close to the day labor businesses. Mrs. Stone commented that the drop-in center needs to offer social services for the homeless.

Members discussed details of the neighborhood picnic or dinner event. Mr. van Gelder suggested holding the event at the Jackson Center and Callahan Center to make it very convenient for the neighbors. Members also discussed the need to present the picnic/dinner event to the whole task force, since other Task Force committees may want to use the forum to collect or share information, etc.

Members discussed reaching out to the neighborhood churches and asking them to help promote the event and information to the neighborhood.

Phil Cowherd commented that to improve and revitalize the Parramore area, the number of social service agencies need to be reduced.

Mrs. Harris asked for a volunteer to serve as the Task Team spokesperson. Beverly Morgan agreed to serve as the spokesperson at the January 29 Social Services and Education Subcommittee.

The next meeting of the Task Team is scheduled for Thursday, January 29, at 3:30 p.m. at the Jackson Neighborhood Center. Staff will e-mail directions to the Jackson Center. This is the same day and location for the next Social Services and Education Subcommittee meeting that will be held at 5:30 p.m.

Mrs. Harris asked members to bring survey questions to the next Task Team meeting.

The meeting was adjourned at 10:35 a.m.