



## Human Services Mission

The mission of Charlotte County's Human Services is to identify community needs and services; seek and utilize available resources to satisfy unmet needs; build community partnerships; provide, coordinate and evaluate programs and services; provide information, education and outreach to the public; and advocate on behalf of those individuals who are most in need and vulnerable.

# HUMAN SERVICES

The 2-1-1 division operates the 24/7 telephone assistance call center for Health and Human Services in Charlotte County. Information on available services in the community and assistance in obtaining services are provided to all age groups in Charlotte County by dialing 2-1-1 (or 205.2161). Over 1,000 callers are provided with assistance each month. The call center has a special commitment to assist the Emergency Management Operations Center with providing information to the public.



## Contact Information

Human Services	833.6500
Family Services Center	235.0159
Housing Services	505.4884
Senior Services	833.6500
Social Services	833.6500
Transit Services	575.4000
Veterans Services	625.4422
2-1-1 Services	2-1-1 or 205.2161



Programs provided through  
Charlotte County Government  
[www.CharlotteCountyFL.com](http://www.CharlotteCountyFL.com)

512 E. Grace Street  
Punta Gorda, FL 33950  
Office: 941.833.6500  
Fax: 941.833.6565



## Family Services Center

The Family Services Center, located at 21450 Gibraltar Drive in Port

Charlotte, is dedicated to supporting families and youth services through centered sponsored activities and partnerships with area non-profits. Services provided at the center include after-school care, parenting classes, educational programs, housing programs, intergenerational programs and counseling services.



## Housing Services

The Housing Division is responsible for developing, implementing and evaluating the State Housing Initiatives Partnership (SHIP) program.

This program includes down payment assistance, new homeowner construction, new rental construction, homeowner rehabilitation assistance, foreclosure and community land trust programs. Additionally, a neighborhood revitalization program empowers citizens through education, information and resources to become involved and improve conditions in their neighborhoods. This division is responsible for encouraging public/private partnerships in promoting and providing transitional, permanent, safe and affordable housing programs to very low, low and moderate income households.

## Senior Services

The Senior Services Division manages home and community services to over 1,000 frail or socially isolated seniors each year through state and federal grants. Case Managers assess the needs of seniors and coordinate services such as personal care, respite care, homemaker services, transportation, group and home delivered meals, with family members as well as state and local agencies.



## Social Services

The Social Services Division provides temporary services to approximately 3,500 low income persons per year who may need assistance with financial counseling, hospital and medical bills, food, utility bills, or mortgage/rental assistance. Assistance is provided to eligible families to resolve immediate crises and to move toward becoming self sufficient. This division promotes partnerships and coordinates service delivery between public, private and faith-based agencies.

## Transit Services

The Transit Division provides agency sponsored rides and non-sponsored rides to transportation disadvantaged individuals. Approximately 180,000 rides are provided per year through the Transportation Disadvantaged Program. Dial-A-Ride is a bus service available to the general public for a small fee. Annually, 72,000 rides are provided to residents through the Dial-A-Ride program.



## Veterans Services

The Veterans Services Division provides information and assistance to veterans and their survivors through outreach and one-on-one counseling regarding benefits. Veterans Services assists with the filing of approximately 4,500 claims on behalf of veterans and their families each year.

