THE RIGHT SERVICE AT THE RIGHT TIME

THE RIGHT SERVICE AT THE RIGHT TIME OVERVIEW (RSRT)

- rightservicefl.org

- Statewide e-government assistance/social services portal
  - Services in all Florida counties.
  - Site gets 200,000+ visits per year.

- LSTA funded
  - Currently funded for our 15th year.

- All counties have had their data reviewed in past 3 years.
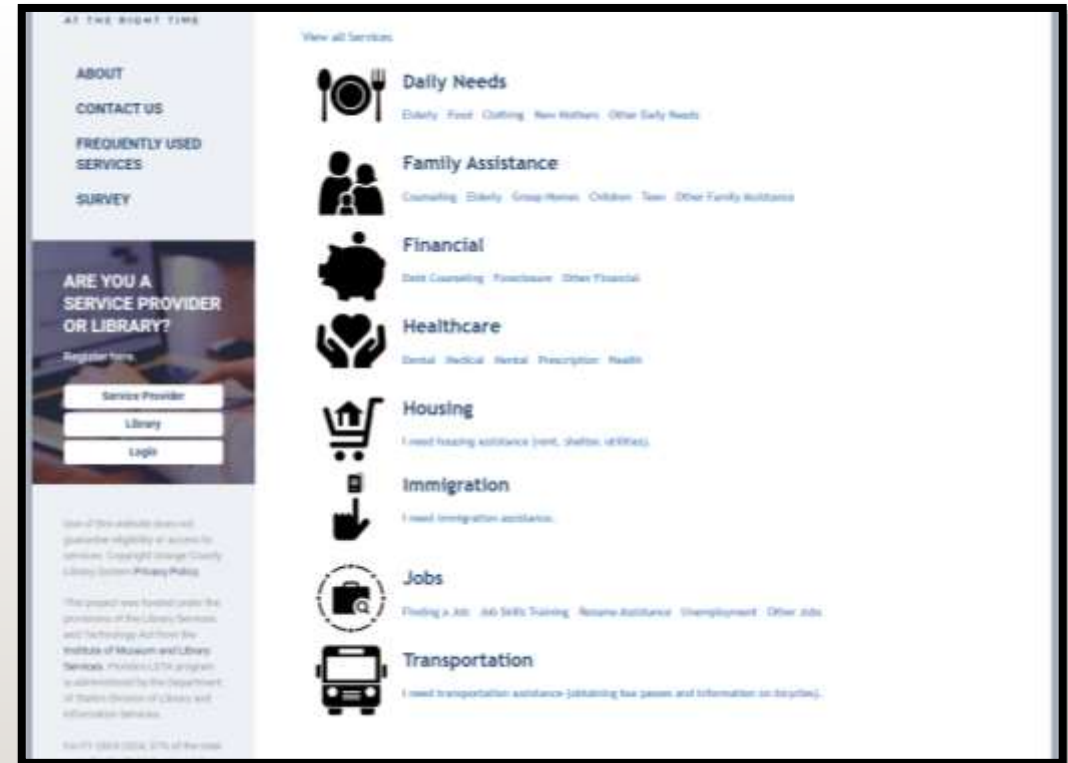
HISTORY OF RIGHT SERVICE

- Pilot project for the state, one county (Orange) 2009-2010.

- Trained 6 other counties on data entry to expand the project.

  - 2 counties not in the initial group went live on the site before the 6 we trained.

- Used data entry specialists starting in 2012 to data mine remaining counties.

  - One data entry specialist is responsible for more than half the state and is currently a full-time employee at the library.

- Site was redesigned in 2018.

  - Frequently Requested Services page added.

RIGHT SERVICE FOR LIBRARY USERS

- Users can:
  - Apply for food stamps/TANF/Medicaid through link on website.
  - Locate food pantries, housing, medical and mental health services and more.

- 8 "User Stories" cover most social and government assistance offerings.
  - "User story" starts as "I need help with…"; "I am looking for…"
  - Most "user stories" have subcategories to streamline searching.
  - Daily Needs, Family Assistance, Financial, Healthcare, Housing, Immigration, Jobs, and Transportation.

RIGHT SERVICE WEBSITE:
RIGHTSERVICEFL.ORG

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Frostproof Care Center - Food

READ MORE

Frostproof Care Center provides food for those in need. Food boxes, hot meals, and other food items may be available. Please call or visit website for more information.

Harmony MB Church - Food Pantry

READ MORE

Harmony MB Church offers a Food Pantry. They help families in need of food and clothing. Please call for more information.

Lake Wales Care Center - Family Services & Basic Needs

READ MORE

Lake Wales Care Center provides Family Services & Basic Needs. This service is provided on a limited basis. Income information will be needed in order to determine need. Please call or visit website for more information.

1   2   3   ··   Last »

Frostproof Care Center provides food for those in need. Food boxes, hot meals, and other food items may be available. Please call or visit website for more information.

Service Location
17 South Scenic Highway
Frostproof, FL 33843
United States

863.635.5555

Provider

URL: http://www.frostproofcarecenter.com/

Frostproof Care Center offers a range of social services. They help those hit by disasters or economic issues.

Services include:

- Mortgage, rent, utilities, Home
- Furnishings and household items
- Medical prescriptions, equipment and minor medical payments
- Clothing, school supplies, and hygiene items
- Transportation, gas, minor repairs, and bus tickets
- Holiday Assistance with holiday food boxes and Christmas gifts, Career
- Career services such as resume writing, interviewing skills, job search, and scholarships for

HOW LIBRARIES CAN HELP

- Use and recommend the site.

- Promotional materials/marketing:
  - We provide all marketing items (posters, bookmarks, postcards, etc) free of charge.
    - Online order form to make it easy: goo.gl/forms/6prXjS6ydB

- Data Verification
  - We provide training: virtual or in-person.
  - Counties have between 48 – 300 services and organizations open/close regularly.
  - One hour a month of adding/reviewing offerings in your county would be helpful.
- Adding services in your county that we may not know about.
  - What kind of assistance questions are you being asked?
  - Data entry for one service usually takes only about 5 minutes.
  - Finding the service information may take more than 5 minutes.

QUESTIONS? READY TO HELP?

The Right Service at the Right Time

rightservicefl.org

Email Us

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