



COMMUNITY SERVICES DEPARTMENT



SEMINOLE COUNTY

FLORIDA'S NATURAL CHOICE

COMMUNITY SERVICES DEPARTMENT

The Community Service Department serves as Seminole County's liaison for issues related to: public and mental health, children's advocacy, social services, and community development. This department ensures compliance with local, state, and federal governmental contracts. The Department consist of the Business Office; Budget; Homelessness Initiatives; Community Assistance; and Community Development.

COMMUNITY SERVICES DELIVERS THE FOLLOWING PROGRAMS:

- Homelessness Prevention Assistance (Rental, mortgage and/or utility assistance)
- Security & Utility Deposit Assistance
- Dental Assistance
- Community Services Block Grant
- Veterans Services
- Immediate Needs and Barrier Removal Assistance
- Purchase Assistance
- Neighborhood Stabilization
- Homeowner Rehabilitation/Reconstruction Assistance
- Homelessness Advocacy

MANDATED SERVICES INCLUDE:

- Public & Mental Health Services
- Children Advocacy
- Medical Examiner Services
- Indigent Care
- Cremation/Burial Assistance

HOMELESSNESS ADVOCACY OFFICE

The Homeless Advocacy Office seeks to reduce homelessness in Seminole County by coordinating resources and implementing strategies while providing ongoing support to the various partners and sectors that address homelessness throughout the County. In partnership with the Homeless Services Network, the County employs the Coordinated Entry System in order to prioritize and house the most vulnerable homeless families or individuals. During the period of June 1, 2016- May 31, 2017, 142 homeless families and 117 individuals received permanent housing thanks to the assistance of this office. In 2018, the Homeless Advocacy Office will launch a capacity building initiative with the goal of increasing the capacity of Seminole County homeless service providers.

VETERANS' SERVICES

The State of Florida has the third largest population of Veterans anywhere in the United States (1.53M) and the largest population of Veterans over the age of 65. Seminole County is home to 9,133 military retirees with an overall military retirement income of over \$242,376,000 annually. Seminole County Veterans received over \$237,437,000 in benefits from the VA, including \$93,460,000 in dedicated medical care.

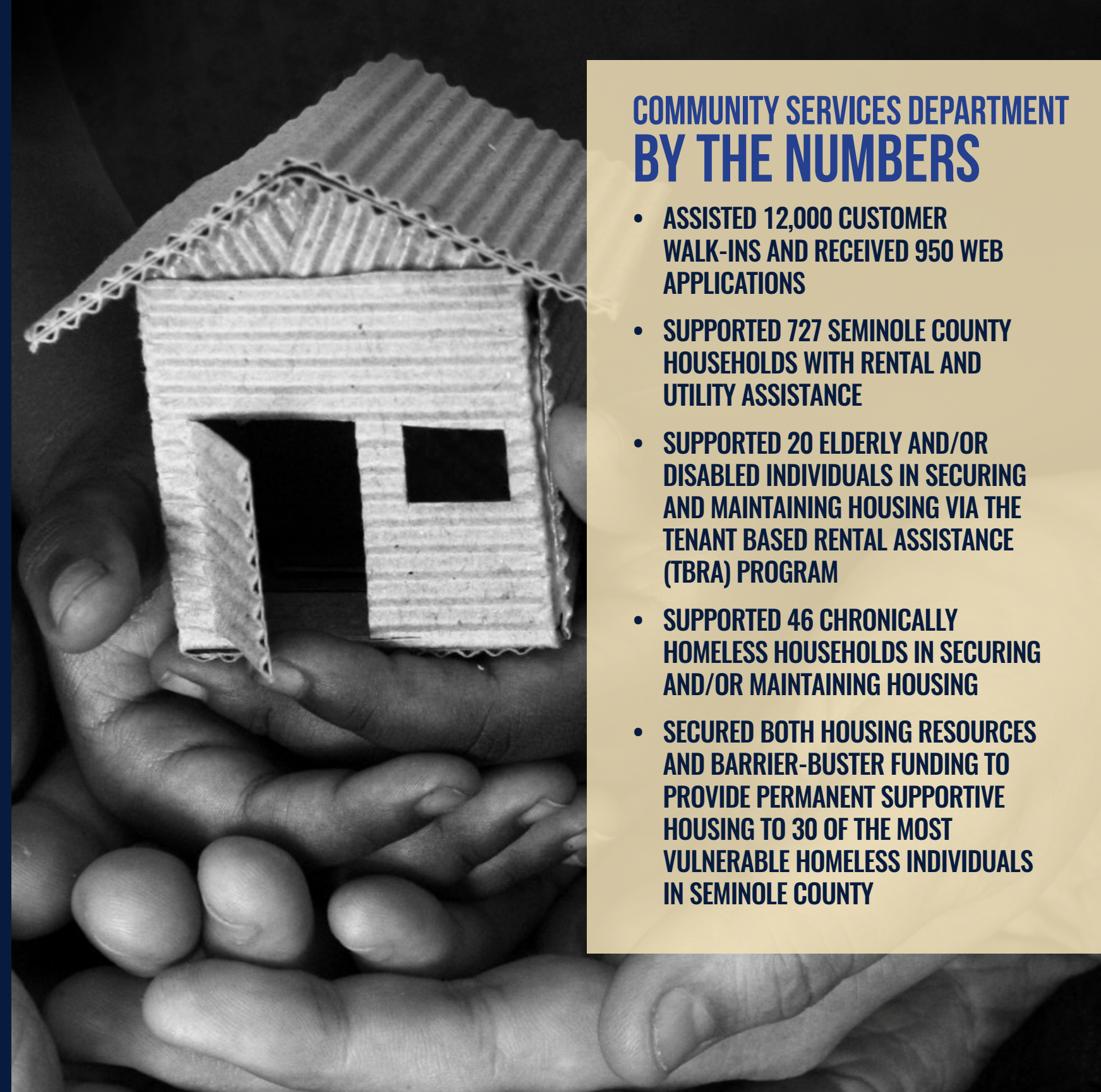
The Veterans Services Office assisted more than 3,500 veterans at more than 100 outreach events last year. A multitude of local and state organizations combined resources with Seminole County in an effort to provide legal assistance, housing support, healthcare services, and counseling. Community partners who help us serve our local heroes include: Supportive Services to Veterans and Families; Florida Veterans Foundation; Camaraderie Foundation; Homeless Services Network; UCF Restores and Incubator program; VITAS; Seminole Heart; Recovery House; Just Other Soldiers Helpers; Honor Flight; and the Legal Aid Society of Seminole County.

Veterans' Services is a contributing partner for the Seminole County Veteran's Treatment Court (VetCourt). This program focuses on treatment rather than incarceration. One in five veterans who served in Afghanistan or Iraq has symptoms of a mental health disorder or cognitive impairment; and one in six suffer from substance abuse. By actively engaging these veterans in treatment and counseling, re-offense dramatically decreases. The Seminole County Veterans Court has a recidivism rate of 1.9%.

Last year, the Veteran's Services Office partnered with the City of Sanford to sponsor the 3rd annual Veterans Appreciation Day. Nearly 300 Veterans and their guests attended the ceremony and reception.

COMMUNITY SERVICES DEPARTMENT BY THE NUMBERS

- ASSISTED 12,000 CUSTOMER WALK-INS AND RECEIVED 950 WEB APPLICATIONS
- SUPPORTED 727 SEMINOLE COUNTY HOUSEHOLDS WITH RENTAL AND UTILITY ASSISTANCE
- SUPPORTED 20 ELDERLY AND/OR DISABLED INDIVIDUALS IN SECURING AND MAINTAINING HOUSING VIA THE TENANT BASED RENTAL ASSISTANCE (TBRA) PROGRAM
- SUPPORTED 46 CHRONICALLY HOMELESS HOUSEHOLDS IN SECURING AND/OR MAINTAINING HOUSING
- SECURED BOTH HOUSING RESOURCES AND BARRIER-BUSTER FUNDING TO PROVIDE PERMANENT SUPPORTIVE HOUSING TO 30 OF THE MOST VULNERABLE HOMELESS INDIVIDUALS IN SEMINOLE COUNTY



FINANCIAL ASSISTANCE

Financial assistance services multiple County programs geared toward improving the quality of life for our most vulnerable citizens. This past year, the Financial Assistance Team assisted more than 707 households. Financial Assistance programs include:

- Rent & mortgage assistance
- Rental security and utility deposit assistance
- Water and sewer assistance
- Burial or cremation assistance
- Dental assistance
- Uninsured/indigent care medical services

In addition, Financial Assistance programs:

- Provided 53 individuals with dental assistance;
- Provided grants to the Early Learning Coalition which ultimately supported 70 families with childcare;
- Supported the Foundation for Seminole County Public Schools - Midway Safe Harbor program, providing activities for seniors;
- Supported the Department of Health – Seminole County men’s health efforts; 114 participants received diabetes assessment and prevention assistance last year;
- Supported the Central Florida Commission on Homelessness.

ANTI-POVERTY PROGRAMS AND SERVICES:

- Family Self-Sufficiency Program: Provides monthly rental subsidies to support individuals while attending college or vocational training
- Mini-grants for senior citizens: Mini-grants are awarded to agencies that support senior citizens with advance directive and visual rehabilitation services.
- Vocational training and scholarships: Scholarships for tuition, books and/or training for eligible individuals
- Childcare and camp scholarships: Scholarships provided through the Seminole Early Learning Coalition for both before-and-after-school care and summer camp tuition

HOMELESS PROGRAMS AND SERVICES:

- Homeless Prevention: Rent and utility assistance for families that may be facing eviction
- Permanent Supportive Housing/Shelter Plus Care Program: Case management services for chronically homeless households. This

program reached capacity in 2017, supporting 46 households who were ultimately placed in permanent housing

- Operation New Start (ONS) Program: Rapid re-housing program for families with children who reside in a Seminole County hotel/motel.
- ESG DCF-RRH: Provides case management services and rental support for up to six months

COMMUNITY SERVICES AGENCY PARTNERSHIP PROGRAM (CSA):

The Seminole County Board of County Commissioners provides funding to qualified nonprofit agencies that offer services such as emergency shelter, food and childcare, as well as homelessness prevention and child abuse prevention education. Last year, \$897,300 was allocated to 16 local nonprofits.

COMMUNITY DEVELOPMENT

During fiscal year 2016-2017, The Community Development Division administered \$3.8 million in federal and state grants to implement or provide oversight for affordable housing, community infrastructure, and public service programs. The funding sources that support Community Development activities include: Community Development Block Grant (CDBG) funding, the Home Investment Partnership Program (HOME), and the State Housing Initiative Program (SHIP).

IMMEDIATE NEEDS PROGRAM

The Seminole County Immediate Needs program was developed to assist eligible homeowners with repairs to major home systems that impact the livability of the housing unit. The program supports the replacement or repair of roofing, plumbing, electrical, or HVAC systems. The program can also fund upgrades to improve accessibility. Eligible homeowners can receive a up to \$15,000 in grant funding. All immediate needs projects are completed by licensed contractors and inspected to ensure compliance with the Florida Building Code and other State or Federal program requirements. Last year, 49 low income households were assisted with immediate needs repairs.

FOURTH ANNUAL BACK TO SCHOOL BASH

Seminole County Community Services hosted the 4th annual Back to School Bash on July 29th at the Sanford Civic Center. The “Bash” prepares children and their families for the upcoming school year by providing dental exams, haircuts, backpacks, and school supplies. Last year, more than 600 K-12 children attended, and over 20 community organizations supported the event by providing services and volunteer hours.

COMMUNITY SERVICES DEPARTMENT BY THE NUMBERS

COMMUNITY DEVELOPMENT:

- ASSISTED 49 HOMEOWNERS WITH HOME REPAIRS THROUGH THE IMMEDIATE NEEDS PROGRAM;
- 7 HOUSEHOLDS WERE PROVIDED MORE EXTENSIVE REPAIRS THROUGH THE HOMEOWNER REHABILITATION PROGRAM;
- 34 HOUSEHOLDS WERE ASSISTED WITH HOMEOWNERSHIP THROUGH THE PURCHASE ASSISTANCE PROGRAM;
- 2 NEW AFFORDABLE HOUSING UNITS WERE BUILT IN PARTNERSHIP WITH HABITAT FOR HUMANITY;
- BROKE GROUND ON PHASE TWO OF THE MIDWAY WATER IMPROVEMENT PROJECT; AND
- ACQUIRED A MULTI-FAMILY PROPERTY USING A COMBINATION OF CDBG AND SHIP FUNDING FOR AN AFFORDABLE RENTAL HOUSING PROJECT.



A woman with blonde hair is smiling and holding a colorful brochure. She is sitting at a table covered with a blue cloth, which has several stacks of informational brochures on it. The background shows a large indoor event space with other tables covered in green and blue cloths, and people walking around.

COMMUNITY SERVICES DEPARTMENT FOURTH ANNUAL HOMEOWNERSHIP FAIR

THE COMMUNITY DEVELOPMENT DIVISION HOSTED THE 4TH ANNUAL HOMEOWNERSHIP FAIR ON JUNE 3, 2017, AT SANFORD MIDDLE SCHOOL.

MORE THAN 60 INDIVIDUALS ATTENDED WORKSHOPS THAT COVERED A VARIETY OF TOPICS, INCLUDING INFORMATION ABOUT CREDIT REPORTING, ENERGY EFFICIENCY, AND THE NECESSARY STEPS TO PURCHASING A HOME. TWENTY-SIX VENDORS, INCLUDING THE CITY OF SANFORD; DUKE ENERGY; SEMINOLE COUNTY EMERGENCY MANAGEMENT AND EXTENSION SERVICES PARTICIPATED.