INTRODUCTION

COMMUNITY SERVICES DEPARTMENT

COMMUNITY ASSISTANCE • COMMUNITY DEVELOPMENT

PROSECUTION ALTERNATIVES FOR YOUTH

• Mission •
Stimulate social and neighborhood revitalization efforts by increasing affordable housing opportunities and community development activities by providing social and human services programs for eligible residents of Seminole County in accordance with the rules and regulations of federal, state, and local funding sources.

• Vision Statement •
To perform and be recognized as one of the premier community services departments in the State of Florida.

DIRECTOR’S MESSAGE

Dear Community Leader:
The Seminole County Community Services Department is pleased to present our 3rd Annual Accomplishments Report – 2014.
The Community Services Department’s Vision Statement is: “To perform and be recognized as one of the premier Community Services Departments in the State of Florida.” As we reflect on our vision statement and the milestones we have achieved over the past year, we must also thank our partners for their collaboration and support. We have met and/or exceeded many of the goals and objectives established in our Strategic Plan, improved processes – scanning Financial Assistance applications, and created new programs - Family Self-Sufficiency Program and Rapid Re-housing Program. We have also enhanced some of our existing programs – the Purchase Assistance and Civil Citation Programs.
The Community Services Department has also had a lot of “firsts” this year! We held and/or participated in the following events this past fiscal year 2013/2014:
• Hosted our 1st Annual Fair Housing Arts Contest
• Hosted our 1st Annual Homeownership Fair
• Hosted our 1st Annual Back to School Bash
• Hosted our 1st Volunteer Reception for Teen Court
• Hosted our 1st Regional National Community Development Association (NCDA) Conference
• Created our 1st Departmental Strategic Plan
• Created our 1st Community Development Block Grant (CDBG) Project Video
• Created our 1st Rapid Re-housing Program with the Emergency Solutions Grant (ESG)
• Won our 1st John A. Sasso National Community Development Week Award
• Partnered with Heart to Heart to Win our 1st National Aubrey Nelson Award
• Presented for the 1st time at the Annual Georgetown Training Institute
Please take a moment to read through our Accomplishments Report as it showcases the hard work of the entire Department as well as our partners.
Again, thank you and I look forward to working with you in the years ahead.

Sincerely,
Valmarie H. Turner, Department Director
The Business/Administration Office provides managerial and fiscal support for grants and mandated programs such as:

**Mandated Services:**

**Florida Department of Health in Seminole County**
http://seminole.floridahealth.gov
400 W. Airport Blvd, Sanford FL 32773, 407-665-3600

The Florida Department of Health in Seminole County provides clinical assessment, treatment, and referral services to lower income residents of Seminole County. Medical services include prenatal care & deliveries, family planning, pediatrics, HIV/STD testing & treatment, treatment of breast & cervical cancer, adult/childhood immunization, dental services, and vital statistics.

**Medical Examiner**
http://volusia.org/services/public-protection/medical-examiner/index.stml/
Administration Center 123 W. Indiana Ave., DeLand, FL 32720, 386-258-4060

Seminole County funds Volusia County to provide medical examiner services. In 2013-14 Seminole County paid $576,000 for 2,527 services.

**Child Protection Team**

Seminole County contracts with Kid’s House of Seminole to furnish professional medical exams and evaluations for abused, abandoned, or neglected children, as mandated for by Florida Statutes. In 2013-14 Seminole County provided approximately $22,925 for professional services for 132 medical exams.

**Aspire Health Partners, Inc.**
http://aspirehealthpartners.com
5151 Adanson Street Suite 200, Orlando, FL 32804, 407-245-0045

By Florida Statute, “The Community Alcohol, Drug Abuse, and Mental Health Services Act” requires Seminole County to provide for comprehensive community mental health services to its residents. In 2013-14, $183,000 was paid to Aspire Health for these services.
Non-Mandated Services
Committee on Aging
Community Services Department, 534 W. Lake Mary Blvd., Sanford, FL 32773
Valmarie Turner, Director, serves as the liaison between the Board of County Commissioners and the nine board-appointed members that serve on this Committee. The Committee’s mission is to support the “Communities for a Lifetime” initiative, which is a partnership between the Florida Department of Elder Affairs and AARP, where counties like Seminole begin preparing for tomorrow by planning today. The Committee meets monthly to provide input and recommendations to the County Commissioners regarding issues, policies, and services that promote and enhance the quality of life for senior residents. The public is welcome to attend its meetings on the 3rd Wednesday of each month at 8:30 a.m. in the Community Services offices located at 534 W. Lake Mary Blvd. in Sanford.

Edward Byrne Memorial Justice Assistance Grant (JAG) Program
Valmarie Turner, Director, serves as the coordinator of this Law Enforcement grant. The grant is a provider of federal criminal justice funding to state and local jurisdictions to support a range of program areas including law enforcement, prosecution and court programs, prevention and education programs, corrections and community corrections, drug treatment and enforcement, crime victim and witness initiatives, and planning, evaluation, and technology improvement programs. In 2013-14, $141,507 was awarded and distributed to local municipalities.

Service with a smile.
The Administrative Support Team of Community Services focuses on providing the best experience for our clients in difficult times. We offer smiling faces and efficient and courteous service, and serve as the point of contact for all the assistance programs in our department.

In addition to outstanding customer service, the team provides support to the Director, the Community Development, Community Assistance Divisions, and Prosecution Alternatives for Youth (PAY) Divisions. Processes have been streamlined for client intake and scheduling, and each team member has been trained to provide support to each Division, as well as maintaining our website and databases. The team works toward continued personnel growth and the development of skill sets, with a focus this past year on web application processing and document scanning.

FINANCIAL OFFICE
JEFFREY ALDRIDGE, CPA - FINANCIAL BUSINESS ADMINISTRATOR
The main goal of the Financial Office is to provide comprehensive financial services to the Department of Community Services. This involves providing oversight and stewardship, grant administration, accurate and timely reporting to internal and external clients, Division-wide and Departmental budgeting, and processing and accurately coding all purchases and encumbrances.

Overview
The Finance Team is responsible for the oversight and financial management of all funding the Community Services Department receives. The group currently monitors more than $25 million dollars that are utilized throughout the County in various programs mentioned within this report. The funding also provides jobs. Many of the employees within the department are employed through the grant dollars received. Ongoing management of these funds is a great undertaking since each program has different requirements and laws which must be adhered to. Additionally, many community programs rely on continued funding via Community Services, and various grants provide much-needed jobs in our community.

Training and Development
To retain and expand technical capabilities, throughout 13/14, team members enhanced their financial skills by attending the following trainings: Grant Management, IDIS and DRGR (Grant Administration) for Community Development Block Grant, HOME, and Neighborhood Stabilization programs. Also, the team attended extensive J.D. Edwards financial module training. Each of the training courses expanded the teams’ functionality in the respective software and strengthened the overall capabilities of the Finance Team.

Funds Management: BCC and Grants
Funds management, whether from the Federal Government (United States Department of Housing and Urban Development or Department of Health and Human Services), the State Government, or local general revenue, requires the Finance Team to follow stringent guidelines as to how these funds are spent, when these funds are spent, and to whom the funds can benefit. If the grant rules, which are typically laws, are not followed precisely, the County may be required to repay all funds received and/or future funding can be cancelled - and in the most severe cases, grant/financial managers may be criminally prosecuted. At a minimum, funds mismanagement can damage one’s reputation.

“If you have managed one grant, you have managed one grant.” No two grants are alike.
~ Unknown
In Fiscal year 2013-2014, the financial team managed the efficient and effective program spending of greater than $25 Million via the following programs: General Fund, Community Development Block Grant Program, Home Investment Partnership Program, State Housing Initiative Program (SHIP), Child Mental Health Grant, Shelter Plus Care Grant, and several other initiatives.

**2014-2015 STRATEGIC PLAN BUDGET**

<table>
<thead>
<tr>
<th>Category</th>
<th>Budget (in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Service Business Office</td>
<td>$679,755</td>
</tr>
<tr>
<td>County Health Department</td>
<td>$6302,112</td>
</tr>
<tr>
<td>Mandated Services - Community Services</td>
<td>$1,082,572</td>
</tr>
<tr>
<td>Substance &amp; Drug Abuse</td>
<td>$609,002</td>
</tr>
<tr>
<td>Child Mental Health Initiative</td>
<td>$200,674</td>
</tr>
<tr>
<td>Pay/Teen Court</td>
<td>$2,200,000</td>
</tr>
<tr>
<td>Veterans Services</td>
<td>$660,297</td>
</tr>
</tbody>
</table>

It is incumbent upon each of us to improve spending and savings practices to ensure our own individual financial security and preserve the collective economic well-being of our great society.

~ Ron Lewis

**COMPLIANCE OFFICE**

**BUDDY BALAGIA - COMPLIANCE OFFICER**

For many reasons, it is crucial that the County, its Community Services Department, and all of its funded Subrecipients and agencies adhere to the respective agreements and program regulations attached to the funding they receive. The Compliance Office assists Division and Program Managers, internal staff, and senior management in helping all parties stay in compliance.

Funding comes from Federal sources (such as the CDBG, HOME, and ESG Programs), the State (CSBG, SHIP and ESG Programs), or directly from the County’s General Fund. Each funding source has a variety of purposes, regulations, and requirements, and the Compliance Office undertakes to ensure that subrecipients are using their funding within applicable guidelines, and to quickly remedy any non-compliance. The Compliance Team also provides technical assistance and guidance for all grant programs and file maintenance, to ensure future compliance.

Monitoring is conducted throughout the year, and during Fiscal Year 2013-2014 the Office monitored several previously-funded rental housing developments funded by both the HOME and SHIP Programs, twenty Community Service Agencies (funded by the County’s General Fund), and 10 separate programs with 40 separate activities, including Dental Assistance, Child Care Assistance, Cedar Grove Apartments, and the Shelter Plus Care Program.

Compliance staff works with HUD and State officials to stay up-to-date on rules, regulations, and monitoring requirements.
OLIVETTE CARTER, DIVISION MANAGER

Making Seminole County a better place for its residents is Community Assistance Division's #1 goal. They do this by offering services that increase the quality of life and the availability of essential services. This Division manages a myriad of services and programs tailored to meet the basic needs of our residents who find themselves needing the most help.

The division has two sections:

- **Veterans Services**
- **Financial Assistance**

**Veterans Services**

Veterans Services is dedicated to helping honorably-discharged Seminole County veterans, their dependents and survivors by improving their health and economic well-being through education, advocacy, benefits, and long-term health services. This office educates the community about veterans’ benefits and serves as the veterans’ advocate when filing valid claims with the U.S. Department of Veterans’ Affairs. The office also works to increase clients’ self-sufficiency in handling their own issues with Veterans’ Affairs (VA), the Defense Finance and Accounting Center (DFAS) and other government agencies. These services are offered free of charge to clients, their dependents, and their survivors, and can be accessed by appointments or during triage.

The team supported 689 unique clients with 9,426 client contacts that have resulted in $36,619,000 in additional VA funding coming into Seminole County. During fiscal year 2013-14, Seminole County received $170,709,000 in benefits from the VA.

Major accomplishments include the Veterans’ “Stand Down,” (where 58 veterans received assistance), the Veterans’ Court, and increased homestead exemptions. Of the 58 veterans served at the Stand Down, 39% were age 50 to 59, 86% were unemployed, and 65% were homeless over one year. Credit goes to the various agencies who participated, including the Florida Department of Health Seminole County, which hosted the event, the VA Medical Center of Orlando, the Homeless Services Network of Central Florida, Workforce of Central Florida, and the Department of Children and Families.

**Triage:**

- Two half-days each week for 15 minute, one-on-one, walk-in services.
- The purpose is to advise and perform minor actions. If a full consultation is needed, an appointment is arranged.

**Financial Assistance**

Financial Assistance provides multiple programs to assist our community in health, education, and living environment. In total, this group manages ten programs that range from rental and utility assistance to training programs with a total budget of $4.2 million. This past year alone, more than 1,228 households received some form of financial assistance, with over 2,622 receiving some type of public service assistance.

Healthcare costs continue to rise, and doctor visits and medical bills can put a strain on many families. To ensure that the needy receive necessary healthcare, the following programs are provided:

- **Dental Assistance** – uninsured lower income households can receive dental services such as extractions, fillings, dentures, root canals, crowns, and x-rays.
- **Hospital Care** – uninsured indigent households with medical emergencies can receive medical services at Central Florida Regional Hospital.

This past year these healthcare programs succeeded in assisting 155 individuals whose hospital or dental bills amounted to $381,189.33. Along with the mandated healthcare services provided, the County also assists with burial and cremation costs for indigent, unclaimed, or unknown persons who pass away in Seminole County. Burial and cremation assistance was provided to 52
Financial Assistance (Continued)

households at a total cost of $33,695.00 using County general revenue funds during the fiscal year.
We also see that housing needs are met. Community Assistance staff is on the front lines fighting against
homelessness, overcrowding, and high housing costs. The cost of living continues to increase, and this
includes rent and utilities. The current market is saturated with renters as numerous families have lost their
homes to foreclosure. This has in turn increased demand; however, there is now limited rental housing.
Households may find themselves facing homelessness or difficulty paying rent or utilities, and can find
help as follows:

- **Rent & Mortgage Assistance** – eligible lower income households facing a financial hardship
  may qualify for rent, mortgage, or utility assistance to prevent homelessness.
- **Rental Security & Utility Deposits** – lower income households that are homeless or at risk of becoming homeless may be eligible
to have their rental security and utility deposits paid at move-in.
- **Water & Sewer Assistance** – residents of unincorporated Seminole County facing financial hardship can receive assistance paying their water and sewer bill.
- **Rent & Supportive Services** – to assist the homeless population with housing and reaching
  self-sufficiency, this program supports organizations that provide rental housing and supportive
  services for homeless households.

The Community Services Block Grant (CSBG) Family Self Sufficiency Program (FSSP) opened during this
fiscal year. This program provides low income households with monthly rental and utilities subsidies to
assist them while they are attending college or other vocational training to assist them in becoming self
sufficient. This year, six families were offered case management services, training scholarship assistance,
and childcare for their children.

Not only do we offer health and housing assistance, but we also provide opportunities for individuals
to experience economic advancement through training programs and scholarships. Our office partners
with the Florida Department of Economic Opportunity to provide tuition, books, and training supplies
for eligible clients, allowing them to attain the skills, knowledge, and experience to achieve self-sufficiency
and economic enhancement. In the last year 28 students received training scholarships to attend a voca
tional or secondary education institution, at a cost of $91,554.39.

In addition to assisting with training scholarships to alleviate barriers to employment and self sufficiency,
childcare scholarships are also provided for summer day camp and before and after school with the
Seminole County Public School system. With these funds, one hundred and twenty-three low
income Seminole County children were able to attend summer day camp so their parents could continue employment while allowing the
children to be in a safe and supervised environment. Extended day scholarships for before and
after school were also provided to 48 children whose parents otherwise would be unable to
afford this service.

In addition to the above annual accomplishments, the team in conjunction with several community partners, hosted its first Annual
Back 2 School Bash on Saturday, August 2, 2014. The goal was to provide school supplies, physicals, immunizations, parenting resources, haircuts, register for free and reduced lunch, one
on one question and answer sessions with a representative from the Department of Children and
Families, adult health screenings (glucose and cholesterol testing, blood pressure checks and
chiropractic services) and dental screenings for the citizens of Seminole County. The event took
place at Florida Department of Health in Seminole County.

The busy yet fun filled day afforded children the opportunity to not only receive services and supplies
to prepare them for the 2014-15 school year but they were able to have their faces painted, make crafts,
icream donated by a local mobile vendor, receive balloon animals all free of charge. The purpose of
the event was to provide much needed services and resources to the residents of Seminole County by
partnering with existing agencies who may have previously held similar events and had a desire and
commitment to serve. It is not uncommon for anywhere from 10 – 20 back to school events to be held with
overlapping dates, yet some families in need are left lacking on numerous levels. Through this partnership we
were able to eliminate duplication of services through collaboration. The event resulted in 538 children being
served, 42 volunteers and 20 partner agencies.
Making a Difference in the Community

The financial assistance and veterans services teams engaged in 50 agency presentations and community events including weekend events hosted by organizations and agencies serving Seminole County residents. The financial assistance team also hosted the 1st case manager conversation meeting with representatives of 26 local community-based organizations and agencies to discuss homeless case management related issues. The veterans’ services team initiated and hosted the veterans’ stand down with 40 service providers servicing 58 veterans. Services provided on-site include: mental health evaluations, dental screenings, claims applications for disability and food stamps, employment and training, housing and other needed resources such as legal, new clothing and hygiene products, and food resources.

On June 12, 2012, the BCC approved the community services homeless plan and allocated approximately 1.4 million to address homelessness in Seminole County. The county is currently partnering with rescue outreach mission, and the Christian sharing center to implement the homeless plan. The plan provides case management that focuses on housing stability and placement, with an emphasis on the arrangement, coordination, monitoring and delivery of services related to housing needs and improving housing stability for persons who are homeless. In addition, financial assistance resources such as, but not limited to short-term (up to 7 months) and medium-term (up to 24 months) rental subsidies, rental security deposits, utility assistance, emergency housing vouchers, and job training/education will be used as resources to assist in serving homeless individuals/families that are most in need and that are most likely to achieve stable housing. The Seminole County Homeless Plan (SCHIP) has housed 104 homeless individuals and families. Currently, there are 36 families actively in the program receiving services and working to become self-sufficient.

The community services agency (CSA) partnership program collaborates with community organizations in assisting needs for county residents. The program provides funding from the Board of County Commissioners’ general fund to qualified nonprofit agencies, the majority of available funding being allocated for essential life services, which is defined as services that meet the basic needs for daily survival. The remaining funds are for supportive services which has been defined as services that enhance quality of life for residents.

Our Community Service Agency Partners

<table>
<thead>
<tr>
<th>2013-2014 Funded CSA Agency</th>
<th>Program</th>
<th># County Residents Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meals on Wheels</td>
<td>Home Delivered Meals &amp; Medical/Shopping Trans.</td>
<td>572</td>
</tr>
<tr>
<td>Intervention Services</td>
<td>The Village</td>
<td>10</td>
</tr>
<tr>
<td>Early Learning Coalition</td>
<td>School Readiness</td>
<td>288</td>
</tr>
<tr>
<td>Kids House of Seminole</td>
<td>Child Advocate Program</td>
<td>514</td>
</tr>
<tr>
<td>Safehouse Shelter</td>
<td>Domestic Violence Shelter</td>
<td>297</td>
</tr>
<tr>
<td>Boys Town</td>
<td>Shelters</td>
<td>273</td>
</tr>
<tr>
<td>Catholic Charities</td>
<td>Pathways to Care</td>
<td>33</td>
</tr>
<tr>
<td>Christian Sharing Center</td>
<td>Food Assistance</td>
<td>1,811</td>
</tr>
<tr>
<td>Seminole Work Opportunity Center</td>
<td>Employment Training for Persons with Disabilities</td>
<td>3</td>
</tr>
<tr>
<td>Seniors First</td>
<td>Community Care for the Elderly</td>
<td>5</td>
</tr>
<tr>
<td>Foundation of Seminole County Public Schools</td>
<td>Midway Safe Harbor</td>
<td>273</td>
</tr>
<tr>
<td>Lighthouse Central Florida</td>
<td>Early Intervention Services</td>
<td>20</td>
</tr>
<tr>
<td>Jewish Family Services</td>
<td>Family Stabilization - Longwood</td>
<td>33</td>
</tr>
<tr>
<td>Heart of Florida United Way</td>
<td>211 System</td>
<td>2,568</td>
</tr>
<tr>
<td>Safehouse YANA Project</td>
<td>Supervised Visitation</td>
<td>106</td>
</tr>
<tr>
<td>Boys &amp; Girls Club</td>
<td>East Altamonte Branch</td>
<td>234</td>
</tr>
<tr>
<td>Special Olympics</td>
<td>Transportation, Lodging, Uniforms, Sports Equip.</td>
<td>125</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>16,340</td>
</tr>
</tbody>
</table>

During the 2013-2014 program year, a total of $786,600 was allocated to 17 local nonprofits that provided services to the community such as emergency shelter, emergency food, childcare services, homelessness prevention, child abuse prevention, and services for special needs children. With this funding approximately 16,340 service units were provided to Seminole County residents.
The main goal of the Community Development Division is to improve the living environment of County residents through infrastructure improvements, public services, housing activities and homeless services. They are committed to improving predominantly lower income neighborhoods and communities.

The CD Division is responsible for managing and distributing funds received from federal and state programs such as the Community Development Block Grant (CDBG) Program, the Home Investment Partnerships (HOME) Program, the State Housing Initiatives Partnership (SHIP) Program, and the Neighborhood Stabilization Program (NSP). These programs have been designed to assist Seminole County residents to obtain affordable homeownership and rental housing, and the provision of public services.

Quick Facts:
- 28 home owners received Immediate Needs improvements at a cost of $255,574.
- 13 homes were rehabilitated or reconstructed at a cost of $315,242.
- 28 families received purchase assistance and became homeowners with $337,348.
- Under NSP, 16 homes were acquired, rehabilitated and sold to income eligible households.
- 12 households were assisted from being literally homeless with monthly rental/utility assistance and counseling.
- 5 dilapidated structures were demolished.
- 6 lender certification training workshops were hosted.
- Held first homeownership fair with over 150 people in attendance.
- Celebrated Fair Housing Month with a children’s art contest.

Seminole County recognizes the importance of providing assistance and resources to those residents having an overwhelming need. The County offers financial assistance to residents in dilapidated housing requiring rehabilitation. The Immediate Needs Program assists those residents needing an urgent life-safety repair to their property. The repairs under this program consist of five trades: roofing, heating/air conditioning, electrical, plumbing, and barrier removal. Homes in need of more than minor repairs are recommended for full rehabilitation or complete reconstruction, depending upon the structure’s condition. For residents in need of housing renovation, Seminole County offers the Housing Rehabilitation Program. If a homeowner’s property warrants rehabilitation, the County provides these services by way of licensed contractors. When a house is considered no longer habitable, funding may be provided to have the house demolished and fully reconstructed. The Housing Reconstruction Program also provides for temporary housing for the occupants.

In an effort to increase homeownership among lower income families, Seminole County provides down payment assistance to qualified homebuyers to purchase new or existing homes. Under NSP, Seminole County acquires properties in areas prone to foreclosure. Once the County acquires the properties, they are rehabilitated, and then resold to low, moderate and middle income households with purchase assistance. By reducing the amount of distressed inventory on the market, and filling homes with owner occupants, neighborhoods are stabilized.

PROGRAM HIGHLIGHTS

| Public Facilities | • Assisted in the rehabilitation of the Rescue Outreach Mission’s facility by providing $700,000 in CDBG funds. |
| Public Facilities | • Assisted in the rehabilitation of Pathways to Care’s facility using $260,060 in CDBG funds. |
| Capital Improvements | • Provided CDBG funds in an amount of approximately $520,000 for the design of a water project of the Midway community. |
| Parks | • Provided the City of Oviedo with $240,000 in CDBG funds for the rehabilitation and expansion of Oviedo’s Round Lake Park. |
| Public Services | • Assisted 79 individuals to fix their dental problems at a cost of $64,057. |
| Public Services | • Assisted the Early Learning Coalition with $90,000 in CDBG funds to provide child care services to thirty (30) children. |
| Public Services | • Assisted STEPS by providing $15,500 in CDBG funds for forty (40) individuals through the Giving Accessibility for Prescription Abusers Program (GAP). |
| Public Services | • Provided $50,000 in CDBG funds for the administration of the Regional Homeless Coalition. |
| Public Services | • Assisted the Orlando Housing Authority with 20,760 in CDBG funds to provide child care services to sixteen (16) children. |
The Prosecution Alternatives for Youth Program was established to assist Seminole County juveniles charged with delinquent acts to take responsibility for their actions without creating a criminal record. Through PAY, the intent is to ensure they do not become repeat offenders, while preserving a clean, conviction-free record and removing legal stumbling blocks for their future success.

The Office of the State Attorney reviews each charge and prior records to determine if a case should be referred to PAY. Once referred, the youth is assigned to Teen Court or Community Arbitration. Teen Court is a creative judiciary format where the youth appears before a court of his/her peers, who are volunteers. Arbitration addresses more intense services with the participation of a Certified Hearing Officer.

PAY also provides individual mental health counseling, substance abuse counseling, and random drug testing. PAY youth are also required to complete community service. PAY has contracts with over 45 community service agencies in the local community, including Adopt-A-Road, where PAY has adopted two roads that the youth maintain throughout the year. PAY youth completed more than 10,500 hours of community service in FY13-14.

In FY13-14 the PAY team served nearly 1,000 youth, and achieved a success rate of 85% with only 8% of the participants committing additional offenses within one year of completing the program. Clients also completed over 12,000 service hours throughout the community.

The Prosecution Alternatives for Youth Program (PAY) is provided for misdemeanor first time offenders. Youth sent to Teen Court appear before a jury of their peers to receive sanctions. The jury consists of Bright Futures scholarship volunteers, and returning defendants who are required to serve at least once on the jury. Teen Court is created to portray a true court environment. Each defendant is assigned a “defense attorney” and a “state attorney” performs as prosecutor. All positions are held by teenaged youth with the exception of the volunteer judge.

Community Arbitration Program is utilized for more serious offenses or for teens requiring one-on-one attention. A hearing is conducted by a PAY Hearing Officer and sanctions are assigned. All Hearing Officers are volunteers who have completed an 8-week training course which includes Juvenile Justice Procedures, Juvenile Criminal Law, and Conflict Resolution as one of the required courses.

Beginning in July 2012, PAY, in partnership with the Seminole County Sheriff’s Office, implemented the Civil Citation Program. In the event a youth commits a delinquent act, the arresting Officer has the option to issue a Civil Citation, avoiding a detrimental arrest record. The youth, after receiving the civil citation, must then complete either the Teen Court or Community Arbitration requirements, including a curfew and a minimum of 25 hours community service. In fiscal year 13/14, almost 400 young people were offered the civil citation opportunity.

PROGRAM HIGHLIGHT
After completing the PAY program, twin brothers enlisted in the Army and are due to report for training after graduation. They came by the office to thank staff for their “second chance.”

Quick Fact:
Teen Court celebrated its 15th anniversary in 2014, and held a Volunteer Appreciation Reception in August to honor the over 250 adults and teens who volunteer their services to this program.
COMMUNITY SERVICES DEPARTMENT STAFF

Valmarie H. Turner, Director

The Business/Administration Team

Administrative Support Team:
Pamela Martin - Administrative Assistant/Supervisor
Rita Hendricks - Program Specialist
Laisel Lara - Program Specialist
Patricia Crampton - Customer Service Rep
Cora Yon - Customer Service Rep

Finance Team:
Jeffrey Aldridge - CPA, Business Administrator
Tracy Justice - Grant, Contract and Financial Coordinator
Ana Magluta - Accounting Clerk

Community Assistance Division
Olivette Carter - Community Assistance Division Manager

The Housing and Financial Assistance Team:
Tamara Johnson - Program Manager
Jennifer Lawrence - Case Manager Supervisor
Michelle Cahill - Project Manager
Carrie Longsworth - Project Manager
Mary Davis - Case Manager
Jennifer Ortiz - Case Manager
Joan Jones - Case Manager
Alrick Esberry - Shelter Plus Care Project Manager
Laterika Williams - Case Manager Shelter Plus Care

The Veterans Services Team:
Ed Burford - Veteran Services Officer
Cathy Schubert - Assistant Veteran Services Officer

Community Development Division
Frances De Jesus - Community Development Division Manager
Carmen Hall - HUD Administrator
Shanika Preston - Project Coordinator

Community Development Division (Continued)

Annie Knight - Project Coordinator
Becky Heckters - Project Manager
Sylvia Johnson - Project Manager
Ralston Reodica - Project Manager
Joe Sandley - Project Manager II

Compliance Team:
Buddy Balagia - Compliance Officer
Elaine Owens - Compliance Project Manager
Josie Delgado - Compliance Project Coordinator

PAY Division
Jean Jeffcoat - PAY Division Manager
Susan Oliveras - Sr. Staff Assistant
Lisa Turner - Senior Coordinator
Suzanne Beacham - Teen Court Supervisor
Cornelius Gray - Teen Court Officer
James Argeros - Juvenile Diversion Officer
Clement Warner - Juvenile Diversion Officer
Lourdes Davis - Juvenile Diversion Officer

WE ARE HERE TO HELP

THE MANAGEMENT TEAM

From L to R: Frances De Jesus, Valmarie Turner, Jean Jeffcoat & Olivette Carter
### WHERE TO GET HELP

<table>
<thead>
<tr>
<th>AGENCY NAME</th>
<th>PHONE NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seminole County Food Pantries</td>
<td>407-260-9155</td>
</tr>
<tr>
<td>Sharing Center Sanford</td>
<td>407-322-2642</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>407-328-9900</td>
</tr>
<tr>
<td>Harvest Time International</td>
<td>407-366-3422</td>
</tr>
<tr>
<td>Hope Helps</td>
<td>407-644-7593</td>
</tr>
<tr>
<td>Jewish Family Center</td>
<td>407-886-6005</td>
</tr>
<tr>
<td>Loaves &amp; Fishes</td>
<td>407-658-1818</td>
</tr>
<tr>
<td>Catholic Charities</td>
<td></td>
</tr>
</tbody>
</table>

### WHERE TO GET HELP/OUR INDIVIDUAL ACCOMPLISHMENTS

<table>
<thead>
<tr>
<th>WHERE TO GET HELP</th>
<th>PHONE NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADMINISTRATIVE STAFF</td>
<td></td>
</tr>
<tr>
<td>COMMUNITY ASSISTANCE</td>
<td></td>
</tr>
<tr>
<td>PROSECUTION ALTERNATIVES FOR YOUTH</td>
<td></td>
</tr>
<tr>
<td>FINANCE</td>
<td></td>
</tr>
</tbody>
</table>

### MAKING A DIFFERENCE IN THE COMMUNITY IN 2014

- **COMMUNITY DEVELOPMENT HOUSING FAIR**
- **TEEN COURT YOUTH**
- **COMMUNITY ASSISTANCE BACK 2 SCHOOL BASH**
COMMUNITY SERVICES DEPARTMENT

MAIN OFFICE: (407) 665-2300
BUSINESS/ADMINISTRATION OFFICE • COMMUNITY ASSISTANCE
COMMUNITY DEVELOPMENT • COMPLIANCE
534 W. Lake Mary Blvd. • Sanford, Florida 32773

PROSECUTION ALTERNATIVES FOR YOUTH: (407) 665-5360
Seminole County Juvenile Justice Center
190 Bush Blvd. • Sanford, Florida 32773

www.seminolecountyfl.gov/comsrvs/index.aspx