



SEMINOLE COUNTY

FLORIDA'S NATURAL CHOICE

COMMUNITY SERVICES DEPARTMENT



Accomplishments Report



FISCAL YEAR 2015/2016

ADMINISTRATION (DIRECTOR'S) OFFICE

COMMUNITY ASSISTANCE • COMMUNITY DEVELOPMENT



COMMUNITY SERVICES DEPARTMENT



**ADMINISTRATION (DIRECTOR'S) OFFICE
COMMUNITY ASSISTANCE • COMMUNITY DEVELOPMENT**

• Mission •

Stimulate social and economic opportunities to improve the quality of life for Seminole County residents.

• Vision Statement •

A thriving community where all residents can achieve social and economic success.

• From the Director's Desk •



Dear Community Leader:

The Seminole County Community Services Department is pleased to present our 5th Annual Accomplishments Report – 2016.

Several key improvements have been implemented within the last twelve (12) months, as we have created a new mission and vision statement for the Department that aligns with the priorities and needs of the community that we serve.

MISSION STATEMENT

Stimulate social and economic opportunities to improve the quality of life for Seminole County residents.

VISION STATEMENT

A thriving community where all residents can achieve social and economic success.

As a Department, we are committed to establishing programs and services that positively impact the lives of Seminole County residents. The accomplishments report is derived by making a comparison of the actual 2016 performance compared to our 2016 Strategic Plan goals and objectives.

The Department has met and/or exceeded many of the goals and objectives established in our Strategic Plan. In fact, we have created and/or added a new office – the Homeless Advocacy Office – to the Community Services Department. The purpose of this team is to reduce homelessness in Seminole County by coordinating resources, implementing strategies and providing ongoing support to the various partners and sectors addressing homelessness in Seminole County.

We are also continuing our outreach efforts! We held and/or participated in the following events this past fiscal year 2015/20156:

- Hosted our 3rd Annual Fair Housing Arts Contest
- Hosted our 3rd Annual Homeownership Fair
- Hosted our 3rd Annual Back to School Bash
- Participated in the Seminole County Veteran Stand Down
- Worked with the Seminole County Homeless Task Force

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



“Life’s most persistent and urgent question is, what are you doing for others?”
 ~ Rev. Dr. Martin Luther King, Jr.

What we do

The Community Services Department provides oversight and ensures compliance with several local, state and federal governmental contracts and grant regulations. The Department acts as a liaison for the County on activities and issues that involve community development and social services as well as local mandated services such as public health, indigent care and child protection. The Department establishes and maintains working relationships with public officials, School Board, law enforcement, State and local District offices, Social Services, Florida Department of Children and Families, Florida Department of Economic Opportunity, US Department of Housing and Urban Development (HUD) and numerous community committees and public interest groups and serves as both a representative for the county and a liaison with the Board of County Commissioners and these diverse groups.

The Community Services Department includes the following active programs and services provided by three (3) teams:

Quick Facts:

- During Fiscal Year 2015 -16:
- An average of 19,000 phone calls were received in the Reflections office
 - Over 12,500 customer walk-ins were assisted in the Reflections office
 - Over 900 web applications were received in the Reflections office

- **Administration (Director's) Office which includes Financial, Compliance and Homeless Advocacy Offices**
- **Two (2) Divisions**
 - **Community Assistance**
 - **Community Development**

ADMINISTRATION (DIRECTOR'S) OFFICE:

Administration and/or the Director's Office directs, plans, coordinates and implements the day to day activities and personnel of the Community Services Department which includes overseeing the implementation of affordable housing and community development projects, human/social services and financial assistance program, and Veterans services. Additionally, the Administration Office provides oversight to grants and mandated programs such as:

“There is no exercise better for the heart than reaching down and lifting people up.”
 ~ John Holmes

BUSINESS/ADMINISTRATION OFFICE

Business/Administration Office: The Business/Administration office provides managerial and fiscal support for grants and mandated programs such:

Mandated Services:



Florida Department of Health in Seminole County • <http://seminole.floridahealth.gov>
 400 W. Airport Blvd, Sanford, FL 32773, 407-665-3000

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.html/>

Administration Center 123 W. Indiana Ave., DeLand, FL 32720, 386-258-4060
 Seminole County currently has an Interlocal Agreement with Volusia County for Provision of Medical Examiner Services. In 2015-2016 Seminole County paid \$875,600 for 3,055 services.



Child Protection Team • <http://www.kidshouse.org/>

Seminole County contracts with Kid's House of Seminole to furnish professional medical exams and evaluations for abused, abandoned, or neglected children, as provided for by Florida Statutes. In 2015-2016 Seminole County provided \$19,950.00 for professional services for 114 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 2015-2016 \$183,000 was paid to Aspire Health Partners for these services.

Non-Mandated Services

Committee on Aging

Community Services Department, 534 W. Lake Mary Blvd., Sanford, FL 32773

Valmarie H. 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 2015-2016 \$112,682 was awarded and distributed to local municipalities.



Customer Service

Service with a smile

The Administrative Support Team of Community Services is focused 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 and the Community Assistance 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.

“ Our greatest asset is the customer! Treat each customer as if they are the only one!”
~Laurice Leitao

FINANCIAL/BUSINESS OFFICE

JEFFREY ALDRIDGE, CPA - FINANCIAL BUSINESS ADMINISTRATOR

“ If you have managed one grant, you have managed one grant.” No two grants are alike.”
~ Anonymous

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.

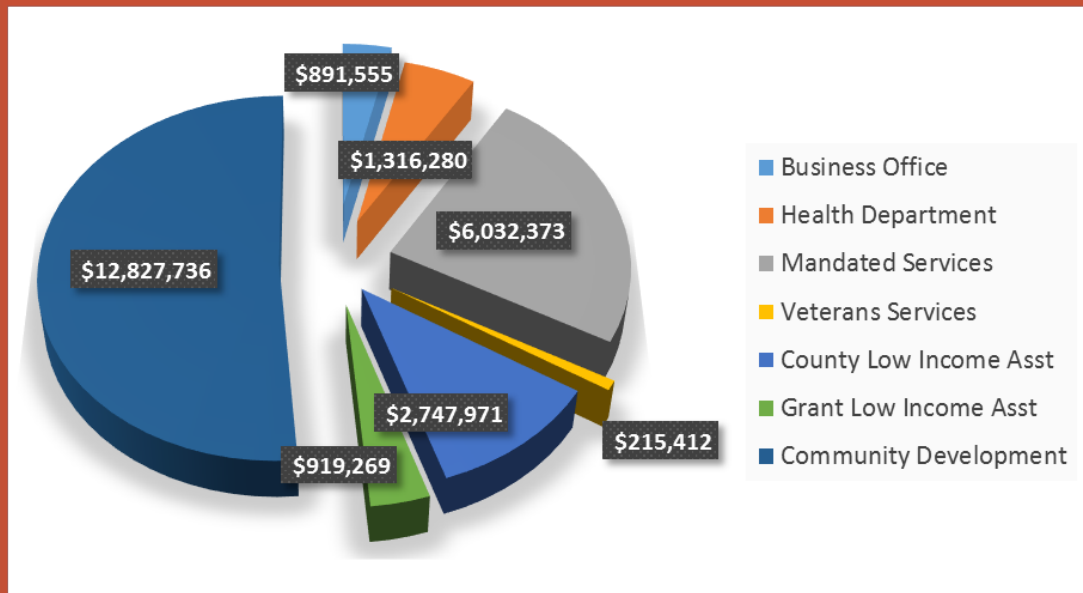
Overview

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. 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. Finally, many of the employees within the department are employed through the grant dollars received.

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.

2016 -2017 BUDGET: \$24,892,335



Compliance

noun com·pli·ance
 \kəm-ˈplī-ən(t)s\

The act or process of doing what you have been asked or ordered to do: the act or process of complying

Source: Merriam-Webster's Dictionary

COMPLIANCE OFFICE

DONNA KING - COMPLIANCE OFFICER

The primary role of the Compliance Office is to ensure that activities funded through State and Federal grants, as well as local General Revenue dollars, are administered in accordance with the rules and regulations of the funding agency. The overriding goal of monitoring is to determine compliance, prevent/identify deficiencies and design corrective actions to improve or reinforce program participant performance.

To accomplish this, the Compliance Office is responsible for conducting monitoring on all services and activities funded with grant funds as well as other sources. Monitoring is conducted at least annually or more often depending on the results of a risk

Highlights for FY 2015-2016:

The Compliance Team:

- Processed approximately \$131,848 in recaptured grant funds for properties that failed to meet affordability periods.
- Conducted 5 internal reviews
- Monitored 15 Community Service Agency (CSA) contracts
- Monitored 5 sub-recipient contracts including Emergency Solutions Grant or Community Development Block Grant projects
- Monitored 11 agencies/partners that manage affordable rental projects
- Assisted Community Development with the review of 12 applications for consideration of HUD funding
- Revised its monitoring plan to include a risk analysis tool
- Conducted 2 technical assistance trainings for internal departments, and 2 technical assistance visits with partner agencies

analysis. The Compliance Office is also responsible for maintaining the database of mortgages and deed restrictions for properties acquired or rehabilitated using grant funds, and continues long term oversight on projects that have a continued period of affordability. The Compliance Office team provides technical guidance to sub recipients and internal staff to support and assist in accomplishing the overall goal of being in compliance with our funding agencies.

Community Services receives funds from multiple agencies for the implementation of

housing, economic development, and public service activities, including: elderly care; child care; after school programs; and homeless services; the primary funding agencies are the U.S. Department of Housing and Urban Development, and the State of Florida. Community Services also implements a substantial amount of general funds allocated by the Seminole County Board of County Commissioners to provide essential and supportive services to residents.

Each funding source has a variety of purposes, regulations, and requirements, and the Compliance Office works with our internal staff and external agencies to ensure that funding is used within applicable guidelines, and to quickly remedy any non-compliance.

HOMELESS ADVOCACY OFFICE

CARRIE LONGSWORTH - PROGRAM MANAGER

The Homeless Advocacy Office is a new addition to the Community Services Department. The purpose of this team is to implement and reduce homelessness in Seminole County by coordinating resources, implementing strategies and providing ongoing support to the various partners and sectors addressing homelessness in Seminole County.



COMMUNITY ASSISTANCE:

OLIVETTE CARTER, DIVISION MANAGER

The Community Assistance Division is committed to addressing the needs of Seminole County residents through a myriad of services and programs. The division is comprised of two Sections: **Veterans Services and 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

Quick Facts:

- *Seminole County is estimated to have 30,685 Veteran residents.*
- *Seminole County Veterans received over \$222,291,000.00 in benefits from the VA including over \$90,514,000.00 in dedicated medical care.*
- *Seminole County is home to 9,133 military retirees with a military retirement income of over \$242,376,000.00 annually in taxable income.*
- *Seminole County Veterans community has a cumulative economic impact of over \$465,298,000.00 annually in taxable and non-taxable income.*
- *The State of Florida has the third largest population of Veterans anywhere in the United States. (1.55 million)*
- *The State of Florida has the largest population of Veterans over the age of 65 (40%).*

“ We make a living by what we get, but we make a life by what we give.”
~ Winston Churchill

Veterans' benefits and serves as the Veterans' advocate when filing valid claims with the U.S. Department of Veterans' Affairs (VA). The office also works to increase clients' self-sufficiency in handling their own issues with VA, the Defense Finance and Accounting Center (DFAS) and other government agencies. These services are offered free of charge to Veterans, their dependents, and their survivors. Assistance can be provided by appointments or during triage (designated walk-in periods).

During the FY 2015-2016, the team supported over 3,000 unique clients with 12,533 client contacts that have resulted in over \$8,663,000 in additional VA funding coming into Seminole County this FY.

The Veteran's Services Office sponsors an annual Homeless Veterans Stand Down, where Homeless Veterans are re-connected to the VA and other local resources. This event brings Homeless Veterans out of the woods to a central location where they are encouraged to connect with the VA medical and mental



health, local attorneys, public defenders and prosecutor as well as other local homeless service providers. Showers, clothing and haircuts are some of the basic services provided including housing vouchers, inoculations, bus passes, job finding assistance, food stamps, and other services. This year 66 Homeless Veterans were served. Significant this year was that most of the Veterans receiving assistance had been homeless for a longer period and were living

in camps, unlike previous Stand Downs where Homeless Veterans reported they were "couch surfing". Credit for this success goes to the various agencies who participated, including the Health Department of Seminole County, which hosted the event, the VA Medical Center of Orlando, Workforce of Central Florida, and the Department of Children and Families.

This office is a contributing partner of the Seminole County Veteran's Treatment Court (VetCourt). VetCourt is treatment not incarceration; however it is not a get out of jail free card! One in five Veterans, who served in Afghanistan or Iraq has symptoms of a mental health disorder or cognitive impairment, one in six of these Veterans suffers from substance abuse. Research draws a link between substance abuse and combat-related mental illness. Left untreated, these issues can lead to involvement in the criminal justice system. By actively engaging these Veterans early with treatment and counseling, recidivism has dramatically reduced. This office is an active participant in the Seminole County Veteran's Treatment Court, Judge John L. Woodard III, presiding.

The Veteran's Services Office partners with the Seminole County Property Tax Office. Per Florida Statute, Service Connected Disabled (SCD) Veterans receive special Homestead Exemptions. This office interprets those disabilities and ensures the Veterans receive these benefits as allowed by law.

Triage is held one day each week for 20-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 scheduled.

Financial Assistance

Financial Assistance provides multiple human services programs geared toward improving the quality of life for our most vulnerable citizens. In addition to prevention services the financial Assistance section also provides several anti-poverty services, homeless prevention programs and special projects in the community. The team is responsible for a budget of \$4.8 million. This past year, the Financial Assistance Team assisted more than 707 households.

Prevention Assistance:

- **Rent & Mortgage Assistance:** eligible lower income households facing a financial hardship may qualify for rent, mortgage, or utility bills assistance to prevent homelessness.

- **Rental Security & Utility Deposits:** eligible homeless and at risked households may be eligible to have their security and utility deposits paid at move-in.
- **Water & Sewer Assistance:** residents of unincorporated Seminole County facing financial hardship may receive assistance for water and sewer bill.



Mandated Services/Healthcare Assistance:

- **Dental Assistance:** uninsured lower income households may receive dental services such as extractions, fillings, dentures, root canals, crowns, and x-rays.
- **HRCRA/Indigent Care:** uninsured indigent households may be eligible to receive medical services at Central Florida Regional Hospital. In the last year these healthcare programs succeeded in assisting 178 individuals whose hospital or dental bills amounted to \$467,915.00.
- Assistance with burial and cremation costs for indigent, unclaimed, or unknown persons who pass away in Seminole County are also provided. In 2016, burial and cremation assistance was provided to 39 households at a total cost of \$23,635 using County general revenue funds.

Making a Difference in the Community

The Financial Assistance and Veterans Services teams engaged in 45 (19 for FA) agency presentations and community events including weekend events hosted by organizations and agencies serving individuals in the community. The Veterans' Services team initiated and hosted the Veterans' Stand Down with 40 service providers. Services provided on-site included health and mental 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, telephone/cell phones, and food resources.

Community Services Block Grant/Anti-Poverty Programs/Services:

- **Family Self Sufficiency Program (FSSP):** provides low income households with monthly rental subsidies to assist them while they are attending college or other vocational training. This year, 11 families were offered case management services, training scholarship assistance, and childcare for their children.
- **Senior Mini-Grants:** focuses on providing services for income eligible seniors in Seminole County. Mini-Grants totaling \$21,525, were awarded to Meal on Wheels, City of Sanford and Lighthouse of Central Florida to provide assistance to the elderly population. Through these agencies meals were delivered to homebound seniors; health and wellness programs were provided to elders and those who are visually impaired.

- **Scholarships/Vocational Technical Education:** CSBG Funds provides training scholarships for income eligible individuals to receive certification in a wide variety of technical and vocational education program to increase self-sufficiency. Scholarships includes assistance with tuition, books, and training supplies. In 2016, 22 students received training scholarships to attend a vocational or secondary education institution, at a cost of \$45,300.00.
- **Before/After Care/Summer Camp Scholarships:** Childcare scholarships are provided for summer day camp and before and after school through the Seminole County Early Learning Coalition. With these funds, 77 low income Seminole County children were able to attend summer day camp. Extended day scholarships for before and after school were also provided to 47 children whose parents are unable to afford this service.

Quick Facts:

- Total budget of approximately \$4,800,000 for direct client services
- 707 families received assistance
- 18,148 phone contacts and 6,587 customer visits
- 22 residents received training scholarships
- 14 households received assistance for rent and utility deposit with SHIP funds
- 16 households received Rent and utility assistance with HOME Funds
- 8 homeless individuals/families were housed with ESG-RRH Program
- 35 households received rental assistance through the Shelter Plus Care Program

Homeless Programs/Services:

- **Homeless Prevention:** includes rent and utility assistance to prevent evictions among eligible households. In 2016, 355 households received some form of assistance that ended or prevented homelessness. Staff provided over \$464,355 in assistance to these families, resulting in an average of just over \$1,300 per household.
- **Permanent Supportive Housing/Shelter Plus Care Program:** provides rental assistance and case management services for chronically homeless household in Seminole County. In 2015/2016, staff assisted 35 households in securing and or maintaining housing stability. Rental subsidies totaling \$321,500 were expended to assist these households to remain permanently housed.
- **Operation New Start (ONS) Program:** the ONS Program is a new Rapid Re-Housing initiative spearheaded by the Community Services Department to address homelessness among families with children residing in Seminole County's hotels/motels. The program will provide rental assistance and case management services for 25 homeless households in partnership with Heart to Hearth, Inc.





Community Services Agency (CSA) Partnership Program

The Community Services Agency (CSA) Partnership Program provides funding from the Board of County Commissioners to qualified nonprofit agencies to meet the needs and enhance the quality of life for Seminole county residents. During the 2015-2016 Program Year, a total of \$679,040 was allocated to 16 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 117,128 service units were provided to Seminole County residents.

OUR COMMUNITY SERVICE AGENCY PARTNERS

Agency	Program/Service Provided	# of Persons Served
Meals on Wheels	Home Delivered Meals & Medical/Shopping Trans.	462
IMPOWER	The Village	10
Early Learning Coalition	School Readiness	53
Kids House of Seminole	Child Advocate Program	518
Safehouse Shelter	Domestic Violence Shelter	129
Harvest Time International	Refrigeration Unit for Community Hope Center	N/A
Catholic Charities	Pathways to Care	26
Christian Sharing Center	Food Assistance	843
Seminole Work Opportunity Program	Training for Disabled Individuals	14
Seniors First	Community Care for the Elderly	13
Foundation of Seminole County Public Schools	Midway Safe Harbor	107
Lighthouse Central Florida	Early Intervention Services	59
Seminole County Bar Association Legal Aid Society	Legal Assistance to Victims of Domestic Violence	88
Heart of Florida United Way	211 System	2,842
Rescue Outreach Mission	Shelter Nights	96
Boys & Girls Club	East Altamonte Branch	295
TOTAL		5,467

“ One person can make a difference, and everyone should try”
~ John F. Kennedy

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.

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.

**COMMUNITY DEVELOPMENT:
BONNIE LOGAN - DIVISION MANAGER**

The main goal of the Community Development Division is to improve the living environment of County residents through infrastructure improvements, public services, housing

Quick Facts:

- Forty one (41) home owners received Immediate Needs improvements at a cost of \$426,805.
- Twenty five (25) City of Sanford homeowners received Immediate Needs improvements at a cost of \$278,024
- Six (6) homes were rehabilitated at a cost of \$418,388, of the total, two (2) were reconstructed.
- Thirty four (34) families received purchase assistance and became home owners with \$643,459.65
- Under NSP, two (2) houses were acquired, rehabilitated, and sold to income eligible households.
- Assisted seventeen (17) households from being "literally homeless" to obtaining permanent housing by providing monthly rental /utility assistance and counseling.
- Demolished two (2) vacant dilapidated residential structures.
- Hosted six (6) lender certification training workshops. 100 attended
- Held 3rd Homeownership Fair in Seminole County with 167 in attendance.
- Celebrated Fair Housing Month by hosting a drawing contest for students from area elementary, middle and high schools.



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 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.



PROGRAM HIGHLIGHTS

Public Facilities

- Assisted in the acquisition of the Hope Helps facility by providing \$250,000 in CDBG funds.
- Assisted in the rehabilitation of the SWOP facility by providing HVAC and Water Heaters. \$34,000 in CDBG funds were devoted to this project.
- Provided CDBG funds in an amount of approximately \$500,000 for the continuation of a water project of the Midway community.



Public Services

- Provided 54 individuals with dental assistance at a cost of \$48,000.
- Provided the Early Learning Coalition with \$60,000 in CDBG funds to provide child care services to assist (28) new enrollees with childcare.
- Provided the Foundation for Seminole County Public Schools- Midway Safe Harbor with \$12,589 to provide activities for seniors. A total of 1,812 participated in their programs throughout the year.
- Provided \$34,139 to the Health Department for Seminole Men's Health Program. 58 men received health assessments and services.
- Provided \$20,000 in CDBG funds to the Housing Services Network for HMIS
- Provided \$44,000 in CDBG funds to the Central Florida Commission on Homelessness.

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.

CDBG REHABILITATION PROJECT IN 2016



Quick Fact

Community Development partnered with the University of Florida through Cooperative Extension office to facilitate homebuyer education classes. The first classes began in July 2016. The classes are held monthly and average 35 attendees per class. The Cooperative Extension received \$53,065 in SHIP funding to provide the classes.

3RD ANNUAL BACK TO SCHOOL BASH

The Community Services Department hosted the 3rd Annual Back to School Bash on Saturday, July 23rd at Department of Health – Seminole. The Back to School Bash helps to prepare Seminole County grades K-12th children and their parents for the upcoming school year. Through collaborations with other local service providers and community volunteers, 676 families were served; 37 children received dental exams; 41 received haircuts, and 550 received backpacks with school supplies. The event also included participation from 32 different service providers and 55 volunteers.



VETERANS STAND DOWN

The Veterans Stand Down is an annual event spearheaded by Veterans Services Section in partnership with the Dept. of Veterans Affairs and other local services providers. The event provides a myriad of support services to connect Veterans to VA benefits, Access Florida. Snaps Dental Care and a host of services. More than 72 volunteers and 24 agencies and organizations gave back to those who have made personal sacrifices for our County.

HOMEOWNERSHIP FAIR

Community Development hosted its 3rd annual Homeownership Fair June 4th 2016, at Sanford Middle School. This year's fair featured a series of 15 workshops covering a range of topics and outlining home buyer programs, preparing for homeownership, as well as budgeting and saving. 79 individuals from the public attended the fair along with 36 vendors representing banks and social service agencies. The most popular workshop was the Money Savings class. Food, games and raffle prizes were provided by various sponsors.



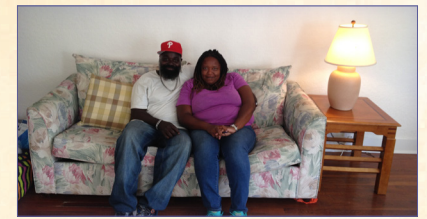
MIDWAY SAFETY HARBOR SENIOR SERVICE PROGRAM

The Midway Safe Harbor Senior Services program provides for educational workshops, health screenings, and activities for elderly persons in Seminole County. The Program is supported by Community Development Block Grant (CDBG) which is administered by the Community Services Department.

CLIENT SUCCESS STORY

In 2015/16 The Shelter Plus Care Program embarked on a pilot program to house chronically homeless households with zero income in the Seminole County. In partnership with the Sanford Hope Team, the Shelter Plus Care Program was able to identify several homeless individual and couples that were in dire need of housing. One of the first chronically homeless couples to receive services is Shawanna Tuner & Corey Gaymon. This couple experienced extreme homelessness for over three years within Seminole County; and endured years of sleeping on the streets because couples are not granted permission to stay together in area shelters.

On September 7, 2016 Shawanna & Corey met with S+C staff to inform them that they have been approved as a couple for the S+C program. On October 24, 2016 a long awaited miracle happened for this couple. They were finally able to have a place to call their home. To date four additional clients have been housed with zero income in Seminole County with the support of Shelter Plus Care Program.



LETTERS FROM CLIENTS

Good Morning, Ed:

I am writing to tell you about the wonderful service my father-in-law received from Joyce McBride. My father-in-law is Robert McMahan and he served during the Korean War. Robert is 84 years old. His health and financial reserves are failing him.

As soon as I reached out to Joyce and explained the situation, she got us in right away for a meeting. There were no huge delays as might be expected. Joyce walked us through the process and the documents that would be need to apply. Joyce also ran a spreadsheet to determine what Robert might be eligible for in assistance. Once Robert and his wife were able to collect all the relevant document and see their doctor to determine their assistance needed for daily activities, I reached back out to Joyce. Again Joyce was able to see us with in three days of our request.

Besides Joyce's strength in her knowledge of the Veterans system, she is also a pleasure to work with. I do not know what awards employees can receive for their exemplarily service, but I recommend Joyce for veteran service officer of the Year!!

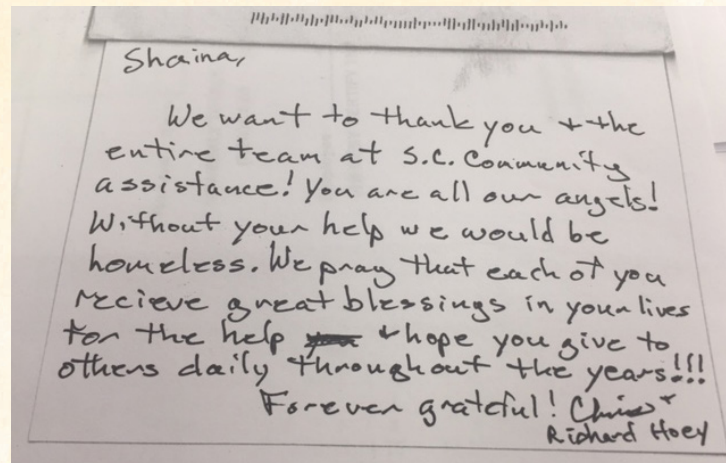
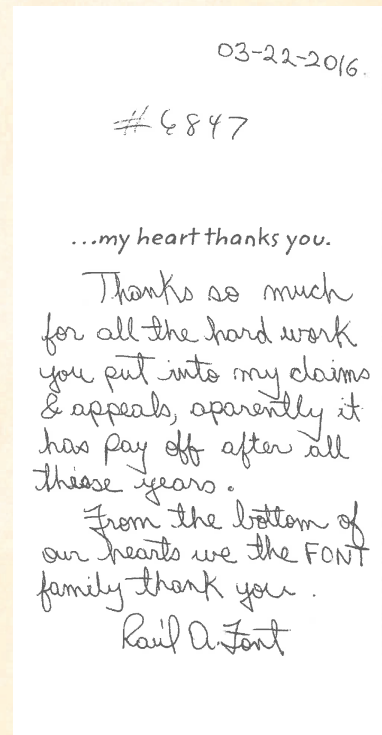
Thank you for taking the time to read this and please pass along to Joyce our heartfelt thanks. Robert's documents are now in process and we look forward to a positive outcome.

- Glenn Gunter on behalf of Robert McMahan

LETTERS FROM CLIENTS

To whom it may concern:

In this day and time they say miracles don't happen and blessings aren't given, but I am the recipient of the heart's desire of every American, by having the American dream of being a homeowner. It is no longer a wish or a hope, but a reality for me and my family. This life changing program has given me and my girls one of the best gifts that can be given, which is a place to call home and a place to make and build memories. With such wonderful and friendly staff, this program flowed very smoothly and efficiently. With that said, I would like to thank all of the staff that is involved with this program for all of their support, encouragement and labor towards me reaching my homeownership goal. I hope this program continues to stick around and be a blessing to others, like it has been to me. Again, thank you for all you do!



COMMUNITY SERVICES DEPARTMENT STAFF

Valmarie H. Turner, Director

The Business/Administration Team

Administrative Support Team:

Pamela Martin - Administrative Assistant/Supervisor • Ana Magluta - Program Specialist
 Patricia Crampton - Customer Service Representative • Kimberly Paul - Customer Service Representative

Finance Team:

Jeffrey Aldridge - CPA, Business Administrator
 Tracy Justice - Grant, Contract and Financial Coordinator • Cindy Baldus - Accounting Clerk

Compliance Team:

Donna King - Compliance Officer
 Sylvia Johnson - Compliance Project Manager
 Josie Delgado - Compliance Project Coordinator

Community Assistance Division

Olivette Carter - Community Assistance Division Manager

Housing and Financial Assistance Section:

Kiauna Carbin - Program Manager • Carrie Longworth - Case Manager Supervisor
 Alrick Esberry - Shelter Plus Care Project Manager • Michelle Cahill - Project Manager
 Teri Williams - Project Manager • Shaina Holder - Case Manager
 Jennifer Ortiz - Case Manager • Joan Jones - Case Manager
 Rose Banks - Case Manager • Anea Brown - Case Manager

Veterans Services Team:

Ed Burford - Veteran Services Officer • Cathy Schubert - Assistant Veteran Services Officer
 Joyce McBride - Veterans Services Case Manager

Community Development Division

Bonnie Logan - Community Development Division Manager
 Melody Frederick - HUD Administrator • Tonya Turnley - Project Coordinator
 Cora Yon - Project Coordinator • Becky Heckters - Project Manager
 Elivette Torres - Project Manager • Annie Knight - Project Manager
 Luis Albelo - Construction Project Manager • Joe Sandley - Construction Project Manager
 Rita Hendricks - Program Specialist

WE ARE HERE TO HELP

THE MANAGEMENT TEAM



From L to R: Bonnie Logan- Community Development Division Manager, Valmarie H. Turner, Director Olivette Carter - Community Assistance Division Manager

ADMINISTRATIVE STAFF



From L to R: Kim Paul - Customer Service Representative, Ana Magluta - Program Specialist, Pamela Martin - Administrative Assistant/Supervisor, Patricia Crampton - Customer Service Representative

COMMUNITY DEVELOPMENT



From L to R: Luis Albelo, Rita Hendricks, Becky Heckters, Melody Frederick, Cora Yon, Elivette Torres, Bonnie Logan, Annie Knight, Tonya Turnley, Joe Sandley

COMMUNITY ASSISTANCE



Front L to R: Anea Brown, Kiauna Carbin, Shaina Holder, Joan Jones, Joyce McBride, Cathy Schubert; Back L to R: Tamara Johnson, Michelle Cahill, Rose Banks, Olivette Carter, Carrie Longworth, & Jennifer Ortiz; Inset Top: Ed Burford; Inset Bottom: Alrick Esberry

COMPLIANCE



From L to R: Josie Delgado, Sylvia Johnson & Donna King

FINANCE



From L to R: Jeff Aldridge, Cindy Baldus, & Tracy Justice

WHERE TO GET HELP

AGENCY NAME

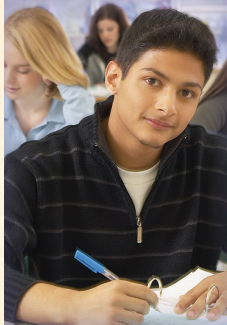
PHONE NO.

Seminole County Food Pantries:	
Sharing Center Sanford	407-260-9155
Salvation Army	407-322-2642
Harvest Time International	407-328-9900
Hope Foundation	407-366-3422
Jewish Family Center	407-644-7593
Loaves & Fishes	407-886-6005
Catholic Charities	407-658-0999

MAKING A DIFFERENCE IN THE COMMUNITY IN 2016



Accomplishments Report - FISCAL YEAR 2015/2016



COMMUNITY SERVICES DEPARTMENT

MAIN OFFICE: (407) 665-2300

**ADMINISTRATION (DIRECTOR'S) OFFICE • COMMUNITY ASSISTANCE
COMMUNITY DEVELOPMENT**

534 W. Lake Mary Blvd. • Sanford, Florida 32773

www.seminolecountyfl.gov/comsrvs/index.aspx