



SEMINOLE COUNTY

FLORIDA'S NATURAL CHOICE

COMMUNITY SERVICES DEPARTMENT



Accomplishments Report



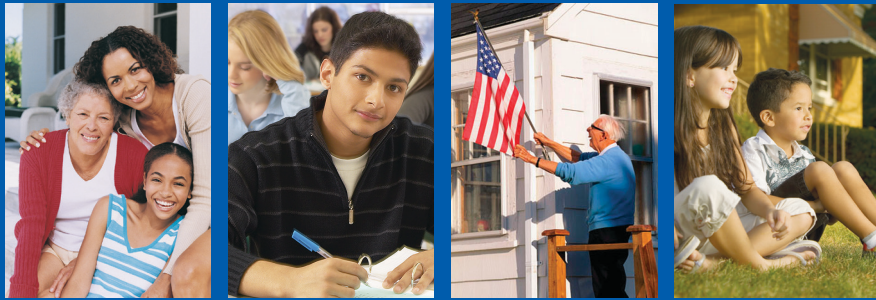
FISCAL YEAR 2016/2017

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 Interim Director's Desk •

Dear Community Leader:

The Seminole County Community Services Department is pleased to present our 7th Annual Accomplishments Report – 2017. I hope that you will take a moment to read through the report as it not only showcases the various programs and services that we provide but also demonstrates the hard work of the entire Department as well as our community partners.

Among our greatest accomplishment is the progress we have made in reducing homelessness among individuals and families in Seminole County. Through our Homeless Programs Office, 142 homeless families and 117 individuals were housed resulting in over 400 Seminole County residents leaving homelessness. Over 300 households also received rental assistance that ended or prevented their homelessness. In addition, the Department also hosted several successful community events including the following:



- **The 4th Annual Back to School Bash**
- **The 4th Annual Homeownership Fair**
- **The 4th Annual Fair Housing Art Contest**
- **Annual Homeless Veterans Stand Down**
- **The 3rd Annual Veteran Appreciation Luncheon**

As we approach 2018, it is my desire to continue to build and strengthen relationships with our community partners as we work collaboratively to serve and improve the lives of the residents of Seminole County.

The Community Services Department appreciates your partnership over the years and looks forward to working with you in the near future.

Best Regards,

Olivette Carter, Interim Director



“ The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make a difference that you have lived and lived well.”

~ Ralph Waldo Emerson

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 2016 -17:

- An average of 18,000 phone calls were received in the Reflections office
- Over 12,000 customer walk-ins were assisted in the Reflections office
- Over 950 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:

“ Strive not to be a success, but rather to be of value.”

~ Albert Einstein

BUSINESS/ADMINISTRATION OFFICE

Business/Administration Office: 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, 407-665-3000

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 2016-2017 Seminole County paid \$938,000 for over 3,000 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 2016-2017 Seminole County provided \$16,275.00 for professional services for 93 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 2016-2017 \$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

Olivette Carter, Interim Director, serves as the liaison between the Board of County Commissioners and the nine board-appointed members that serve on the Committee on Aging. 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

Olivette Carter, Interim Director, serves as the coordinator of this Law Enforcement grant. The grant provides 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 protection initiatives, and planning, evaluation and technology improvement programs. In 2016-2017, \$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 facing difficult times. We offer smiling faces and efficient and courteous services, and serve as the point of contact for all the assistance program in our department.

In addition to outstanding customer service, the team provides support to the Director, the Community Development and the Community Assistance Divisions, and maintains our website and databases. The team works toward continued personnel growth and development of skills, with a focus this past year on web application processing and document scanning.

“Customers may forget what you said but they'll never forget how you made them feel.”
~Anonymous

FINANCIAL/BUSINESS 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.

“Finance...It's about stewardship and therefore about achieving the good society.”
~ Robert J. Shiller

Overview

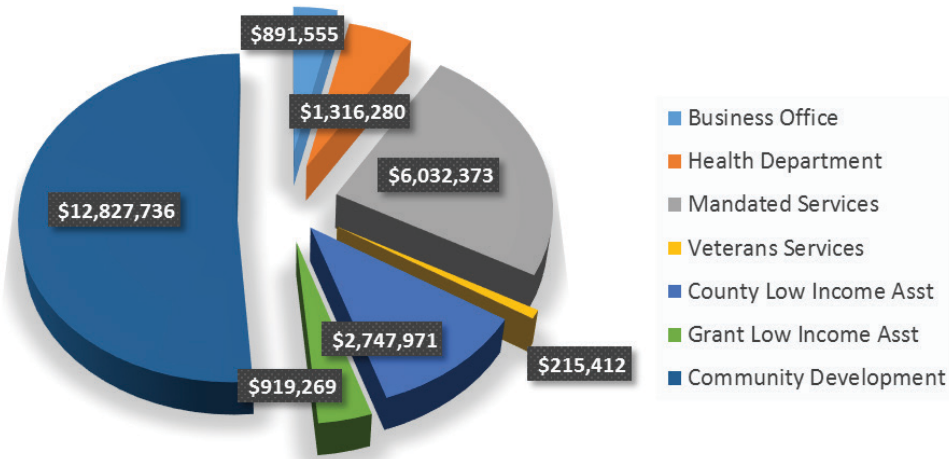
The Finance Team is responsible for the oversight and financial management of all funding the Community Services Department receives. The group currently monitors more than \$25 million dollars that are utilized throughout the County in various programs

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 (U.S. Department of Housing and Urban Development), State Government, or local general revenue, requires the Finance Team to follow stringent guidelines specifying how funds are spent, when funds are spent, and beneficiaries of the program dollars. If the grant rules, typically laws, are not followed precisely, the County may be required to repay all funds received. Other sanctions can include cancellation of future funding, and in the most severe cases, criminal prosecution of grant/financial managers. At a minimum, funds mismanagement can damage one's reputation. Department staff is prudent in their management and frequently participates in both internal and external audits to ensure compliance.

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



“ If you are curious you'll find puzzles around you. If you are determined, you will solve them ”
~Erno Rubik



COMPLIANCE OFFICE

MELODY FREDERICK - 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 conducts monitoring of case files for all services and activities funded with grant funds and other sources. Monitoring is conducted at least annually or more often depending on the results of a risk analysis. The Compliance Office is also maintains 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

Highlights for FY 2016-2017:

The Compliance Team:

- Processed approximately \$420,848 in recaptured grant funds for properties that failed to meet affordability requirements
- Conducted 2 internal reviews
- Participated in 1 external HUD on-site monitoring visit
- Participated 1 external Florida Housing Finance Corporation visit
- Monitored 15 Community Service Agency (CSA) contracts
- Monitored sub-recipient contracts including Emergency Solutions Grant or Community Development Block Grant projects
- Monitored 8 agencies/partners that manage affordable rental projects
- Assisted Community Development with the review of 12 applications for consideration of HUD funding
- Conducted 3 technical assistance trainings for internal departments, and 2 technical assistance visits with partner agencies

continued period of affordability. In addition, the Compliance Office team provides technical guidance to sub-recipients and internal staff to support and assist in providing effective and efficient services to the community in accordance with various regulations, policies and procedures.

Community Services receives funds from multiple agencies to implement 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 uses 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, goals, regulations, and requirements. The Compliance Office works with our internal staff and external agencies to ensure all funding is used within applicable guidelines, and works to remedy any instances of non-compliance.

HOMELESS ADVOCACY OFFICE

CARRIE LONGSWORTH - PROGRAM MANAGER

The Homeless Advocacy Office, is aimed at reducing homelessness in Seminole County by coordinating resources, implementing strategies and providing ongoing support to the various partners and sectors addressing homelessness throughout the County. Staff participates in the Coordinated Entry System (CES) with Homeless Services Network to prioritize and house the most vulnerable homeless families/individuals. The Homeless Advocacy Office is also working to launch a capacity building Initiative including training and technical assistance to increase the capacity of Seminole County Homeless Service Providers. From June 1, 2016 - May 31, 2017, 142 homeless families and 117 individuals were housed resulting in over 400 Seminole County residents leaving homelessness.



COMMUNITY ASSISTANCE:

CARRIE LONGSWORTH, INTERIM 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 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). Veteran Services also provided assistance and referrals to displaced Veterans affected by Hurricane Irma.

Quick Facts/Economic Impact:

- Seminole County is estimated to have over 35,000 Veteran residents. (Estimate is non-inclusive of spouses, dependents, and widows/widowers)
- Seminole County Veterans received over \$237,437,000 in benefits from the VA including over \$93,460,000 in dedicated medical care. This resulted in a \$15,146,000 total increase from the previous year.
- Seminole County is home to 9,133 military retirees with a military retirement income of over \$242,376,000 annually in taxable income.
- Seminole County Veterans community has a cumulative economic impact of over \$479,813,000 annually in taxable and non-taxable income.
- Seminole County has \$2,626,944,025 in VA guaranteed home loans.
- 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%).

“ It is the greatest of all mistakes to do nothing because you can only do little - do what you can.”
~ Sydney Smith

During the FY 2016-2017, the team supported over 3,000 unique clients with 11,430 client contacts that have resulted in over \$15,146,000 in additional VA funding coming into Seminole County this fiscal year.

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. A 2016 – 2017 study conducted by the University of Central Florida, revealed that the Seminole County Veterans Court had a recidivism rate of 1.9% from conception until completion of the report.

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.

Seminole County was proclaimed a Purple Heart County on July 25th, 2017 by the Military Order of the Purple Heart. Signs were installed at Seminole County government buildings designating Purple Heart recipients parking only.

The Veteran's Services Officers were honored to be the Grand Marshalls of the 2017 Sanford Memorial Day Parade.

The Veteran's Service Office conducted 103 outreach events reaching 3,446 residents.

Triage

One day each week for 20-minute, one-on-one, walk-in services. are provided. 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 and at risk households may be eligible to 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 and Health/Healthcare Assistance:

- **Dental assistance:** uninsured lower income households may receive dental services such as extractions, fillings dentures and root canals, crowns and x-rays.
- **HCRA/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 88 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 is also provided. In 2016, 49 indigent individuals were either buried or cremated with County assistance.

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, 3 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 \$10,000, were awarded to Bar Association Legal Aid Society of Seminole and Lighthouse of Central Florida to provide assistance to the elderly population. Through these agencies seniors were provided with assistance with advance directives and visual rehabilitation services.
- **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.
- **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.

Homeless Programs/Services:

- **Homeless Prevention:** includes rent and utility assistance to prevent evictions among eligible households. In 2016-2017, 300 households received some form of assistance that ended or prevented homelessness. Staff provided over \$277,710 in assistances to these families resulting in an average of just over \$925 per household.
- **Permanent Supportive Housing/Shelter Plus Care Program:** provides rental assistance and case management services for chronically homeless household in Seminole County. In 2017, S+C reached program capacity of servicing 46 chronic household with securing and or maintaining housing stability. At the close of the grant term this year, 100% of the rental line budget was expended, to assist these households to remain permanently housed.
- **Operation New Start (ONS) Program:** the ONS Rapid Re-Housing program was initiated to address homelessness among families with children residing in Seminole County's hotels/motels. The program to date has provided rental assistance and case management services to 19 homeless households, with 13 families exiting to self-sufficiency.
- **ESG DCF-RRH:** Seminole County in partnership with Homeless Services Network (HSN) was granted ESG and CoC funds to administer Rapid Re-Housing (RRH) services to 25 families experiencing literal homelessness in Seminole County. The program provides case management services and assistance with rental subsidy, for up to 6 months. The program has housed a total of 16 families and works collaboratively with the Housing Locator Team in identify available housing options in the community.

Quick Facts:

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

Making a Difference in the Community:

The Financial Assistance and Veterans Services teams engaged in 118 (15 for FA) agency presentations and community events (including weekend events) hosted by organizations and agencies serving individuals in the community. Veterans' Services 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.



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 2016-2017 Program Year, a total of \$897,300 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 140,321 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.	474
IMPOWER	The Village	16
Early Learning Coalition	School Readiness	223
Kids House of Seminole	Child Advocate Program	211
Safehouse Shelter	Domestic Violence Shelter	119
Catholic Charities	Pathways to Care	25
Christian Sharing Center	Food Assistance	1,257
Seminole Work Opportunity Program	Training for Disabled Individuals	10
Seniors First	Community Care for the Elderly	28
Foundation of Seminole County Public Schools	Midway Safe Harbor	139
Lighthouse Central Florida	Early Intervention Services	16
Seminole County Bar Association Legal Aid Society	Legal Assistance to Victims of Domestic Violence	58
Recovery House	Shelter Nights for Men	42
Heart of Florida United Way	211 System	2,531
Rescue Outreach Mission	Shelter Nights	90
Boys & Girls Club	East Altamonte Branch	101
TOTAL		5,340

“How wonderful it is, that nobody need wait a single moment to start improving the world.”
~ Anne Frank

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 low income residents in dilapidated housing requiring rehabilitation. The Immediate Needs Program assists homeowners needing an urgent life-safety repair to their property. The repairs under this program consist of five trades:

**COMMUNITY DEVELOPMENT:
DONNA KING - 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 activities, and homeless services. They are committed to improving predominantly lower income neighborhoods and communities.

Quick Facts:

- Forty nine (49) home owners received Immediate Needs improvements at a cost of \$628,733 using CDBG and SHIP.
- Ten (10) City of Sanford homeowners received Immediate Needs improvements at a cost of \$134,735 of CDBG Sanford funding.
- Five (5) homes were rehabilitated at a cost of \$418,388, of the total, two (2) were reconstructed, a combination of HOME, SHIP, and CDBG funds were used.
- Thirty seven (37) households received purchase assistance and became home owners with \$713,301 in SHIP funding.
- HOME funds supported the development of two (2) new affordable housing units with a \$30,000 award to Habitat for Humanity.
- Assisted nineteen (19) homeless households with rapid rehousing by providing monthly rental /utility assistance and counseling.
- Certified a total of 115 lenders to be partners for the Purchase Assistance Program.
- Held the 4th Homeownership Fair in Seminole County with 167 in attendance.



roofing, heating/air conditioning, electrical, plumbing, and barrier removal to improve accessibility. 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 through licensed contractors. When a house is considered no longer habitable, the homeowner may be eligible for full reconstruction, which includes demolition of the existing structure and rebuild of a new dwelling.



In order to bring homeownership within reach of lower income families, Seminole County provides Purchase Assistance to make the home affordable. Seminole County works in partnership with lenders to facilitate the application process for this program, and provides training to certify lenders interested in working with the County's affordable programs.

Program Highlights

Non-Housing Community Development Projects

- Began Phase 2 of construction for the Midway water improvement project for a total project cost of approximately \$1.2 million funded with CDBG.
- Began the rehabilitation for a children's services public facility.
- Acquired a multi-family property using a combination of CDBG and SHIP funding for an affordable rental housing project at a cost of \$330,000.
- Began construction on the Bookertown Park Improvement project to install restrooms at a neighborhood park in a CDBG target area.



Public Services

- Provided 53 individuals with dental assistance at a cost of \$51,426.
- Provided the Early Learning Coalition with approximately \$80,000 in CDBG funds to assist 70 households with childcare.
- Assisted the Foundation for Seminole County Public Schools- Midway Safe Harbor with \$8,481 to provide activities for seniors. A total of ninety nine (99) participated in their programs throughout the year.
- Provided \$9,000 to the Health Department for Seminole Men's Health Program. 114 participants received health assessments and services towards the prevention of diabetes.
- Provided \$44,000 in General Funds to the Central Florida Commission on Homelessness.

During fiscal year 2016-2017, Community Development expended over \$3.8 million in federal and state grants to implement or provide oversight for affordable housing, community development, and public services programs. These figures include:

- \$1.7 million in CDBG funding,
- \$270 thousand in HOME program funds,
- \$291 thousand in CDBG Sanford funds,
- \$1.6 million in SHIP funding.

During the year, staff committed an additional \$2.5 million in these funds for projects currently underway to be completed in the upcoming year. The information below provides a description of measurable accomplishments through September 30, 2017.

Immediate Needs Program

The Seminole County Immediate Needs program was created and designed to assist eligible homeowners with repairs to one of five major systems in the home that can impact the immediate livability of the housing unit. Grant funds can be used to assist in the replacement/ repair of the following systems: Roof, Plumbing, Electrical, HVAC (Air Conditioning), and handicapped accessibility repairs. The replacement of these systems helps maintain the integrity or the structure and prevents further deterioration. The immediate needs program places priority on roof replacements. If the homeowner is deemed income eligible and the housing unit meets program eligibility requirements, they may receive a grant up to \$15,000. The program is only for the replacement/repair of one of the five systems. The immediate needs program does not provide cosmetic repairs or handyman work. 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. In FY 2016-2017 forty nine (49) low income households were assisted with immediate needs repairs. \$628,733 was expended for immediate needs assistance.

New Construction

Habitat for Humanity used \$30,000 in HOME program funds to support the construction of two (2) affordable housing units for resale to low-income eligible households. These units are situated in an ideal location within walking distance of the Longwood SunRail station. A ribbon cutting ceremony was held on August 26, 2017 to celebrate the completion of the project.



3500 S Sanford Avenue- Public Facility Acquisition

In July 2017, Community Development completed the purchase of a multi-family unit located at 3500 S. Sanford Avenue for the purpose of using for affordable rental housing. The 7 bedroom, 8 bathroom structure also includes 3 offices which is ideal for use by a non-profit to provide supportive services to clients and the community.



4TH ANNUAL BACK TO SCHOOL BASH

The Community Services Department hosted the 4th Annual Back to School Bash (B2SB) on Saturday, July 29th at the Sanford Civic Center. The Back to School Bash helps to prepare Seminole County grades K-12 students and their parents for the upcoming school year. Through collaborations with other local service providers and community volunteers, 25 children receive dental exams; 72 received haircuts, 56 nail polish changes and 450 received backpacks with school supplies. The event also included participation from more than 20 different service providers and over 20 volunteers. Special thanks to the Bo-Key Riders for collaborating with Seminole County and assisting in making this year's B2SB a success! Also special thanks to Primrose School staff and The Brothers of the International Free and Accepted Modern Masons, Inc. for volunteering!



VETERANS STAND DOWN

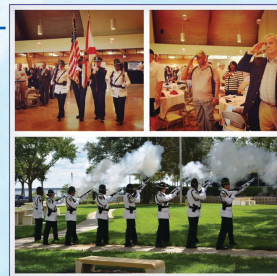
The 2017 Homeless Veterans Stand Down was held Saturday, October 21, 2017 at the Florida Health Department in Seminole County. The Veterans Stand Down is an annual event designed to bring homeless and precariously housed Veterans to a central location in an effort to reconnect them with the Veteran's Administration (VA) and other service providers that can meet their needs. The event provides several services on-site including dental screenings, clothing, hygiene products, showers, haircuts and food. Engagement and connection to supportive services was also provided including referrals for healthcare, mental health, legal aid, housing and other supportive services. In addition, more than 72 volunteers

and 24 organizations gave back to those who made a personal sacrifices for our Country. This year's Stand Down assisted more than 54 homeless and precariously housed Veterans.

VETERANS APPRECIATION LUNCHEON

The Third Annual Veterans Appreciation Luncheon was held on Wednesday June 28, 2017 at the Sanford Civic Center in Sanford, Florida. The Event was spearheaded by Seminole County-Community Services Veteran Services Office in partnership with the City of Sanford. Both Seminole County and the City of Sanford are designated as United States Vietnam War Commemoration Partners and as such continue to conduct events which honor and highlight our appreciation for those who has sacrifice their live for our great Country.

The Veterans Appreciation Luncheon is an annual event which is held to honor and support Veterans of all eras. This year's event featured Judge John L. Woodward, III as the Keynote Speaker who provided valuable information on the Veterans Court and its success in reducing recidivism among veterans involved in the legal system. The event also included a Prisoner of War/ Missing in Action (POS/MIA) Ceremony; Sounds of Gun Tribute followed by Taps. Dave McDaniel of WESH TV Channel 2 was the events host and Emcee. More than 200 Veterans and their families attended this year's event including several formerly homeless Veterans.



FAIR HOUSING ART CONTEST

Community Development hosted its 4th Annual Fair Housing Art Contest, April 19, 2017. This year's contest focused on younger students, with most participants in grades K- 5. Over half of the students who participated in the contest were from Hamilton Elementary School. In addition to the art contest, parents were also invited to learn more about the 1968 Housing Act from community development staff and hear a presentation from a lender from 5/3rd bank. The first-place winner, Trisha Gokhale's, artwork highlighted diversity, community, love and small businesses. She included a sign in the drawing that said, "A door for everyone". Tricia's artwork reflected the purpose Housing Act of 1968, to ensure people have access to housing of their choice and do not encounter discriminatory lending or renting practices.



HOMEOWNERSHIP FAIR

Community Development hosted its 4th Annual Homeownership Fair on June 3, 2017 at Sanford Middle School. This year's fair featured a series of workshops covering a range of topics for participants interested in becoming homeowners. A total of 60 individuals from the community attended the fair along with 26 vendors, including lenders, realtors, City of Sanford, Duke Energy, Congresswoman Murphy's office and Seminole County staff from Community Assistance, Emergency Management and Extension Services. Classes provided information about credit reports, the home buying process, energy efficiency and much more. Lunch was provided and the vendors supplied door prizes.



HURRICANE IRMA ASSISTANCE

The Community Services Department provided support in various capacities in response to Hurricane Irma. Community Services teamed up with employees from a variety of County departments to staff the emergency shelter at Winter Springs High School. The team worked at the shelter from September 9, 2017 to September 11, 2017. In addition to staffing the shelter, Community Services staff assisted customers and helped field calls at the Emergency Operations Center. Our construction staff inspected buildings and helped assess storm damage. After the storm event ended, Community Services provided staff support and program information to area residents seeking assistance at the Disaster Recovery Center at Casselberry Library. Representatives from FEMA and the Small Business Association also offered assistance through their programs.



CLIENT SUCCESS STORY

After several years of living on the streets and struggling with addiction, Sherrel was introduced to the Shelter Plus Care Program. Even after being housed she continued to struggle with chronic alcoholism. With the support of Shelter Plus Care staff Sherrel was able to seek treatment. She successfully completed an inpatient and outpatient program for addiction. She continues to attend AA meetings and counseling services to maintain her sobriety. She has been clean and sober for 24 months.

While in recovery Sherrel has reconnected with her family and built a strong faith based support system. She volunteers each week at her church and attends services regularly. While on the program Sherrel was given support in money management to purchase her own vehicle and become more independent.

Sherrel will marry her long time love and supporter on November 11, 2017. She plans to successfully exit the program to live with her husband in Daytona, FL.

I write this letter with all respect for the Shelter Plus program. I'm grateful to have been apart of a Great Program for more than just housing needs being on this program has given me so much independence, guidance thru my alcohol addiction and new real "friends". Being apart of Shelter Plus care has motivated me to be the best I can be spiritually and naturally. I'm thankful I've learned new things about myself because they care about us and doing better in life. I've found peace just knowing if I have a problem I can call on my team and they are here for me to help in anyway they can in their care.

I'm very thankful, my being determined to change has brought about changes I never expected, from family and others. I can truly say the Shelter Plus care program has given me inner peace. Yes all this thru Shelter Plus care program. I've learned new skills to live a good life, I can manage my money better and pay my bills on time, I feel the pride of being a shelter plus care program. What a joy to to be stable with a place to live and in life. I'd like to thank Mr. Allick and Anea Brown for showing such dedication and being true scouts for this program. I'm most grateful Sherrel Williams

COMMUNITY SERVICES DEPARTMENT STAFF

Olivette Carter, Interim Director

The Business/Administration Team

Administrative Support Team:

Pamela Martin - Administrative Assistant/Supervisor

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:

Melody Frederick - Compliance Officer

Sylvia Johnson - Compliance Project Manager • Josie Delgado - Compliance Project Coordinator

Community Assistance Division

Carrie Longworth - Interim Community Assistance Division Manager

Housing and Financial Assistance Section:

Kiauna Carbin - Program Manager • Joan Jones - Case Manager Supervisor

Anea Brown - Shelter Plus Care Project Manager • Michelle Cahill - Project Manager

Jennifer Ortiz - Project Manager • Aldo Trujillo - Case Manager • Rose Banks - Case Manager

Toni Haynes - Case Manager • Ana Magluta - Program Specialist

Veterans Services Team:

Ed Burford - Veteran Services Officer • Cathy Schubert - Assistant Veteran Services Officer

Joyce McBride - Veterans Services Case Manager

Community Development Division

Donna King - Community Development Division Manager

Diane Durr - HUD Administrator • Rita King - Project Coordinator • Cora Yon - Project Coordinator •

Tonya Madison - Project Manager • Elivette Torres - Project Manager

Joe Sandley - Construction Project Manager • Rita Hendricks - Program Specialist

WE ARE HERE TO HELP

THE MANAGEMENT TEAM



From L to R: Donna King - Community Development Division Manager, Olivette Carter, Interim Director
Carrie Longworth - Interim Community Assistance Division Manager

ADMINISTRATIVE STAFF



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

COMMUNITY DEVELOPMENT



From L to R: Cora Yon, Rita Hendricks, Elivette Torres, Tomya Madison, Donna King, Joe Sandley,
Rita King, Annie Knight, Diane Durr

COMMUNITY ASSISTANCE



Very Front L to R: Cathy Schubert, Joyce McBride; Back L to R: Ida Rivera, Jennifer Ortiz, Nydia Lopez,
Ed Burford, Rachael Ballantyne, Anea Brown, Michelle Cahill, Toni Haynes, Aldo Trujillo, Rose Banks,
Ana Maqluta, Carrie Longworth, Joan Jones, Kiauna Carbin

COMPLIANCE



From L to R: Sytvia Johnson, Melody Federick, & Josie Delgado

FINANCE



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

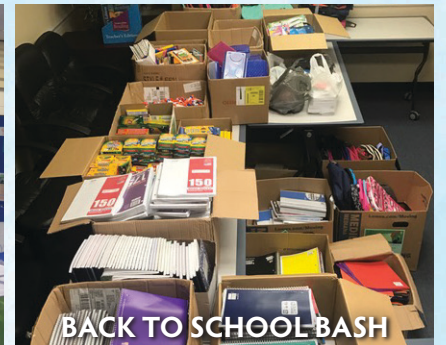
WHERE TO GET HELP

AGENCY NAME

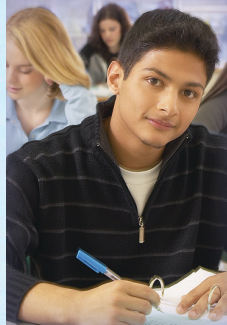
PHONE NO.

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 2017



Accomplishments Report - FISCAL YEAR 2016/2017



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