



SEMINOLE COUNTY

FLORIDA'S NATURAL CHOICE

COMMUNITY SERVICES DEPARTMENT



Accomplishments Report

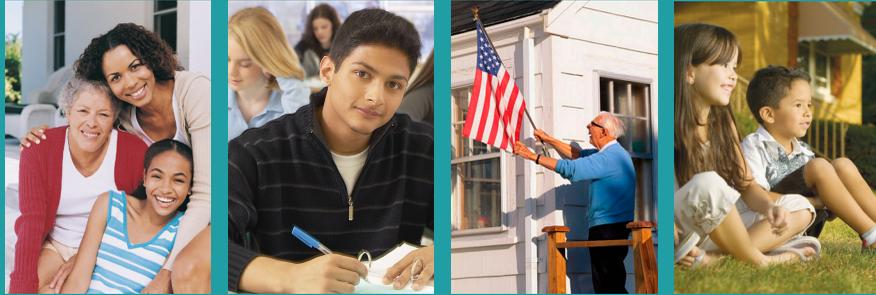


FISCAL YEAR 2013/2014

**COMMUNITY ASSISTANCE • COMMUNITY DEVELOPMENT
PROSECUTION ALTERNATIVES FOR YOUTH**



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.

• From the Director's Desk •



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 (NCDCA) 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



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 juvenile diversion, public health, community development and social services. The Department establishes and maintains working relationships with public officials, the School Board, law enforcement, State and local District offices for Juvenile Justice, Social Services, Department of Children and Families, Community Affairs, US Department of Housing and Urban Development 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 two teams and three divisions:

- COMPLIANCE AND BUSINESS/ADMINISTRATION OFFICE
- COMMUNITY ASSISTANCE DIVISION
- COMMUNITY DEVELOPMENT DIVISION
- PROSECUTION ALTERNATIVES FOR YOUTH (PAY) DIVISION

“ Without community service, we would not have a strong quality of life. It’s important to the person who serves as well as the recipient.

It’s the way in which we ourselves grow and develop.”
~ Dorothy Height

Quick Facts:

- An average of 16,978 phone calls were received during the year
- Over 6,757 client walk-ins were assisted during the year
- Over 1,266 web applications were received during the year

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.

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



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.



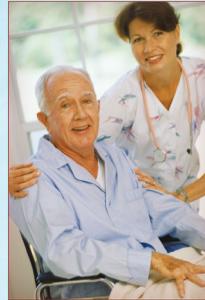
Aspire Health Partners, Inc. • <http://aspirehealthpartners.com>

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.

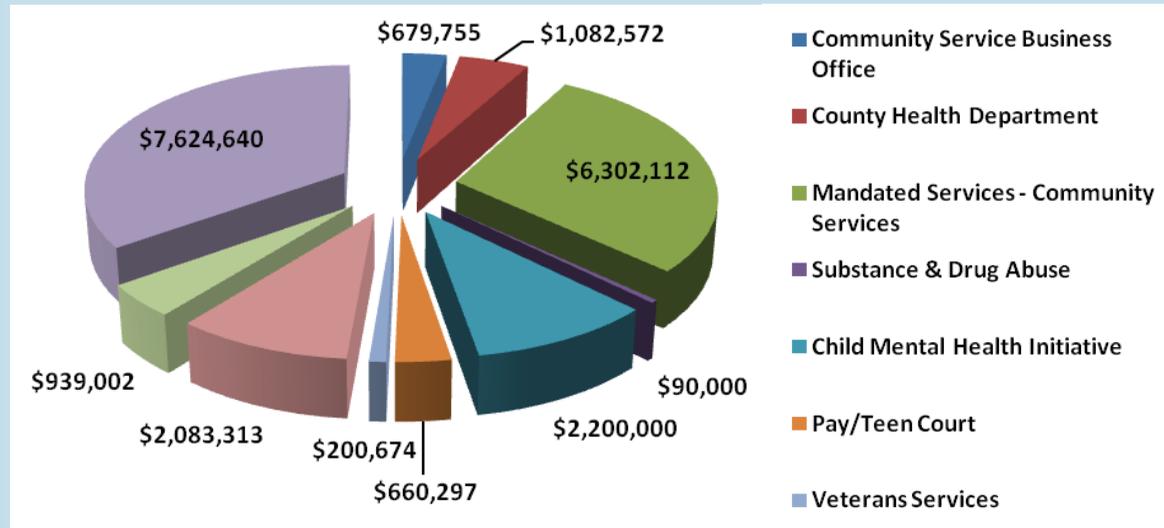
Funds Management: BCC and Grants

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



“ 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

“ Those who are happiest are those who do the most for others.”
~ Booker T. Washington



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

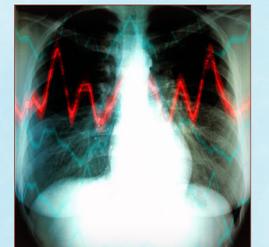
Financial Assistance provides multiple programs to assist our community in health, education, and living environment. In total, this group manages ten programs that range from rental and utility assistance to training programs with a total budget of \$4.2 million. This past year alone, more than 1,228 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



Quick Facts:

- Seminole County is estimated to have 30,363 veteran residents.
- Seminole County is home to 3,597 military retirees with an annual military retirement income of almost \$97 million.

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 vocational 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, ice cream 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.

Quick Facts:

- Total budget of \$4,271,204
- 879 families received assistance
- 18,148 phone contacts and 6,587 customer visits
- 28 students received training scholarship
- 9 households received received rental and utility deposit assistance with SHIP funds.
- 16 households received rental and utility assistance with HOME funds.
- 48 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 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 included: 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 (SCHP) 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

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

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.

“ We stand ready to work together, where possible, in helping rebuild not only homes and businesses, but most importantly, lives of those who so desperately need our help.”

~ Marc Morial

FRANCES DE JESUS - 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.

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 home owners 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.
- 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.
- Assisted the Early Learning Coalition with \$90,000 in CDBG funds to provide child care services to thirty (30) children.
- Assisted STEPS by providing \$15,500 in CDBG funds for forty (40) individuals through the Giving Accessibility for Prescription Abusers Program (GAP)
- Provided \$50,000 in CDBG funds for the administration of the Regional Homeless Coalition
- Assisted the Orlando Housing Authority with 20,760 in CDBG funds to provide child care services to sixteen (16) children.



“ We cannot always build the future for our youth, but we can build our youth for the future.”

~ Franklin Delano Roosevelt

JEAN JEFFCOAT - DIVISION MANAGER

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 Teen Court Program 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.

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.

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.”



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

WE ARE HERE TO HELP

ADMINISTRATIVE STAFF



From L to R: Rita Hendricks, Cora Yon, Pamela Martin, Laisel Lara, & Patricia Crampton

COMMUNITY ASSISTANCE



Back L to R: Alrick Esberry, Michelle Cahill, Joan Jones, Jennifer Ortiz, Cathy Schubert, Mary Davis, Ed Burford; Front L to R: Tamara Johnson, Carrie Longworth, Olivette Carter, Jennifer Lawrence
Missing: Laterika Williams

COMMUNITY DEVELOPMENT



From L to R: Joe Sandley, Sylvia Johnson, Becky Heckters, Frances De Jesus, Carmen Hall, Shanika Preston, Annie Knight, Ralston Reodica

PROSECUTION ALTERNATIVES FOR YOUTH



Front L to R: Susan Oliveras, Suzanne Beacham, Jean Jeffcoat, Lisa Turner, Lourdes Davis
Back L to R: Clement Warner, Cornelius Gray & James Argeros

COMPLIANCE



From L to R: Elaine Owens, Buddy Balagía & Josie Delgado

FINANCE



From L to R: Ana Magluta, Jeff Aldridge & 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 Helps	407-366-3422
Jewish Family Center	407-644-7593
Loaves & Fishes.....	407-886-6005
Catholic Charities	407-658-1818

MAKING A DIFFERENCE IN THE COMMUNITY IN 2014



COMMUNITY DEVELOPMENT HOUSING FAIR

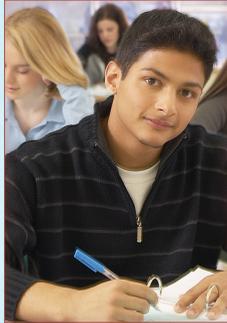


TEEN COURT YOUTH



COMMUNITY ASSISTANCE BACK 2 SCHOOL BASH

Accomplishments Report - FISCAL YEAR 2013/2014



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