



SEMINOLE COUNTY

FLORIDA'S NATURAL CHOICE

COMMUNITY SERVICES DEPARTMENT



Accomplishments Report



FISCAL YEAR 2014/2015

**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 4th Annual Accomplishments Report – 2015.

The Department's Mission is: **"To stimulate social and neighborhood revitalization efforts...."** To meet the mission, our 2015 Strategic Plan indicated a number of programs and services to be provided to our citizens. The accomplishments report is derived by making a comparison of the actual 2015 performance compared to our 2015 Strategic Plan goals and objectives. Subsequent to our review, we are excited about our 2015 performance and the positive impact that we have made.

The Department has met and/or exceeded many of the goals and objectives established in our Strategic Plan. Several new programs have been developed and/or implemented – Microenterprise Loan Program and Service Cube. We also re-opened several programs that were closed – Housing Rehabilitation Program, Tenant Based Rental Assistance (TBRA) Program and the Family Self-Sufficiency Program.

We are also continuing our outreach efforts! We held and/or participated in the following events this past fiscal year 2014/2015:

- Hosted our 2nd Annual Fair Housing Arts Contest
- Hosted our 2nd Annual Homeownership Fair
- Hosted our 2nd Annual Back to School Bash
- Hosted our 1st Teen Summit for Teen Court
- Hosted our 1st Volunteer Reception Center (VRC) Workshop
- Participated in the Seminole County Veteran Stand Down
- Became a Department of Defense Vietnam War Commemorative Partner

Also, notable accolades received in 2015 included:

- The Prosecution Alternatives for Youth (PAY) Civil Citation Program was ranked 6th in the Florida Civil Citation Study.
- Veterans Service Officer, Robert "Ed" Burford, was named as Florida Veteran Service Officer of the Year as well as one of Orlando Business Journal's 2015 Veterans of Influence.

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

OVERVIEW OF COMMUNITY SERVICES DEPARTMENT



“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.”

~ Margaret Mead

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 (**COMPLIANCE AND BUSINESS/ADMINISTRATION OFFICE**) and three divisions:

Quick Facts:

During Fiscal Year 2014-15:

- An average of 19,545 phone calls were received in the Reflections office
- Over 7,267 customer walk-ins were assisted in the Reflections office
- Over 1,177 web applications were received in the Reflections office
- Over 1,578 Veteran walk-ins were assisted

- **COMMUNITY ASSISTANCE DIVISION**
- **COMMUNITY DEVELOPMENT DIVISION**
- **PROSECUTION ALTERNATIVES FOR YOUTH (PAY) DIVISION**

The BUSINESS/ADMINISTRATION OFFICE provides managerial and fiscal support for grants and mandated programs such as:

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

~ Anonymous

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 (DOH-Seminole) provides a range of services to the residents of Seminole County – from protecting the health of residents through education, immunizations, disease investigation and serving as the safety net by providing certain services such as WIC, Healthy Start and dental care to increasing awareness among decision makers and other stakeholders about how decisions they make and implement impact on the determinants of health. In addition to the aforementioned services, DOH-Seminole offers environmental services that monitor and protect both natural and built environments throughout Seminole County. DOH-Seminole’s health clinic provides services such as Breast and Cervical Cancer Early Detection, Family Planning, child and adult vaccines and School Physicals. Also provided are specialty clinical services such as STD and HIV prevention, treatment, and counseling. Other programs at DOH-Seminole include Tobacco Prevention, School Health and Vital Statistics which provides birth and death certificates. DOH has two additional satellite offices - WIC, Travel Vaccines, and Vital Statistics in Casselberry and Environmental Health in downtown Sanford. Last year DOH-Seminole saw over 18,000 clients for a total of 33,000 visits during which they received over 182,000 services.

Medical Examiner • <http://volusia.org/services/public-protection/medical-examiner/index.shtml/>



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 2014-2015 Seminole County paid \$690,800 for 2,730 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 2014-2015 Seminole County provided approximately \$25,375 for professional services for 146 medical exams.

BUSINESS/ADMINISTRATION OFFICE (CONTINUED)



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 2014-2015 \$183,000 was paid to Aspire Health Partners for these services.

Non-Mandated Services

The Health Council of East Central Florida • <http://www.healthcouncilcf.org/>

2461 West State Road 426, Suite 2041, Oviedo, FL 32765

The Local Health Council provides an array of out-patient medical health treatment services to uninsured and underinsured residents of Seminole County either for free or on a reduced cost basis. In 2014-2015, \$120,000 was paid to The Local Health Council for these services.

Committee on Aging

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

The Committee on Aging meets quarterly to provide input and recommendations to the Board of County Commissioners regarding issues, policies and services which will promote and enhance the quality of life for senior residents of Seminole County. Valmarie H. Turner, Director of Community Services 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.



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 2014-2015 \$131,440 was awarded and distributed evenly to seven local municipalities and the Sheriff's office.

Customer Service

The Community Services Department provides service with a smile because we do care. The Administrative Support Team of Community Services focuses on providing the best experience for our clients in difficult times. We offer cheerful faces, efficient and courteous service, and serve as the point of contact for all the programs in our office. In 2014-2015 our Customer Service team greeted 7,267 clients.

“People don't care how much you know until they know how much you care.”
~ Theodore Roosevelt

In addition to outstanding customer service, the Customer Service Team provides support to the Director, the Community Development, Community Assistance, 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 for each Division, as well as maintaining the Department's website and databases. The team works toward continued personal growth and the development of skill sets, with a focus this past year on web application processing and document scanning.

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

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. 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. Additionally, 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

What are Grant Management Functions?

- Following terms and conditions
- Operational reporting
- Making change requests
- Financial reporting
- Accounting for Revenue and Expense
- Submitting final reports
- Following closeout procedures
- Demonstrating ethical grant management

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.

2014-15 Staffing

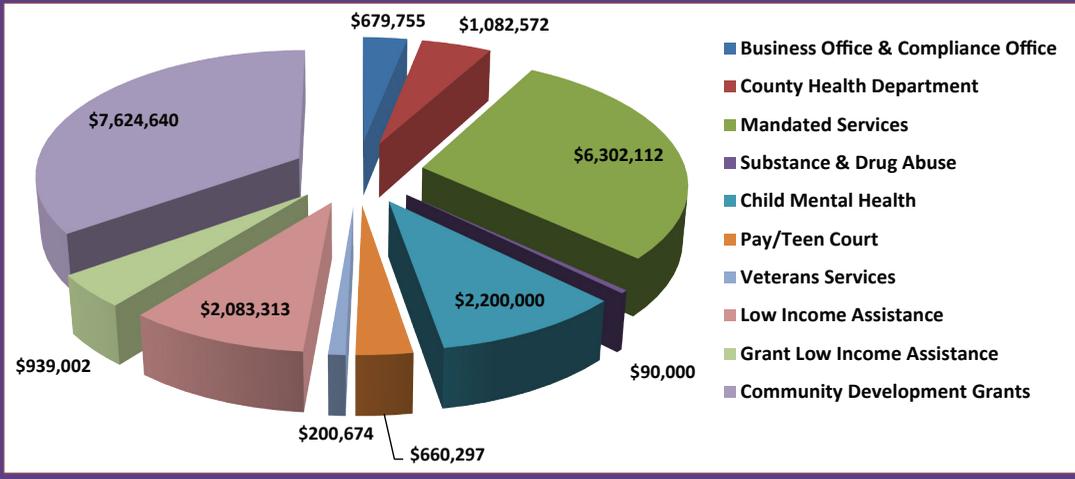
The Financial Team is a highly experienced and cohesive unit :

- **Jeffrey Aldridge, CPA, Financial Administrator**, has been with Community Services for just over 2 years. He brings vast and varied experience to the team including 6+ years of public accounting, 10+years of corporate and non-profit accounting, and a Master's degree and Certified Public Accounting and Certified Fraud Examiner certifications. Additionally, Jeff has 7+ years of grant management and oversight experience -including: grant-writing, reporting, drawing, performance analysis, compliance, and audit management and coordination.
- **Tracy Justice** brings to the team extensive and diverse experience as well - including 5+ years in review and oversight of Community Services Accounting -gained in her former position with the Clerk of the Court. In addition, Tracy is the Departmental J.D. Edwards (financial software) subject matter expert. Her familiarity with the programs and analytical skills significantly strengthen the Team. Ana Magluta brings extensive experience and is the purchasing expert on the team that has worked within the Community Services Department for more than 9 years.
- **Ana Magluta** meticulously maintains encumbrances and encumbrance reconciliation consistent with Seminole County policies and procedures. Also, she is the primary purchasing system manager and interface with the purchasing department within Community Services.



The team prides itself on its ability to constructively and tactfully interface with all Divisions and personnel within Community Services on a daily basis.

2014 -2015 BUDGET: \$21,862,365



“ Ethics are not necessarily to do with being law-abiding. I am very interested in the moral path, doing the right thing”
 ~ Kate Atkinson

COMPLIANCE OFFICE

The primary role of the Compliance Office is to ensure that external funds from state and Federal grants are administered consistently with the rules and regulations of the funding agency. To accomplish this the Compliance Office is responsible for conducting programmatic monitoring on all services and activities funded with grant funds and other sources of funds within the department. Monitoring is conducted at least annually

and, depending on a risk analysis, some projects could be reviewed twice a year. The Compliance Office also maintains mortgages and deed restrictions for properties acquired or rehabilitated using grant fund, and also performs long term monitoring on projects that are required to meet a continue period of affordability. The Compliance Office assists sub-recipients and internal staff by providing technical support to accomplish the overall goal of maintaining compliance.

The U.S. Department of Housing and Urban Development (HUD) provides most of the funds to the County for implementation of housing, economic development, and public service activities (which includes elderly care, child care, after school programs and diversion programs.) In addition, the State of Florida provide funds through the State Housing Initiatives Partnership Program (SHIP) for housing assistance. Seminole County also provides a substantial amount of funds from the general funds

COMPLIANCE OFFICE (CONTINUED)

account to provide medical, dental, housing assistance, and other services to the residents of the County. The Compliance Office functions as a team in assisting other divisions through participating in the reviewing and ranking of proposals for funding while ensuring pertinent requirements for funding are met and maintained. On an ongoing basis the Compliance Office offers quality assurance by keeping abreast of the latest tools and mechanisms designed to enhance the quality of monitoring and project management.

Highlights for FY 2014-2015:

The Compliance Team:

- Recaptured \$186,850 in 2014-2015 (a 58% increase from the \$108,403 recaptured in 2013-2014).
- Revised its monitoring system to improve oversight of both internal & external programs.
- Conducted Nine (9) internal reviews; Ten (10) rental (external) reviews; Thirteen (13) remote desk reviews; and Five (5) external Community Service Agency site reviews.
- Provided assistance which enabled homeowners to refinance their homes and heirs to assume mortgages of deceased homeowners. As a result the Department completed 5 subordinations and 4 Assumptions during the fiscal year.
- Assisted Community Assistance and Community Development staff with the review of more than 41 grant proposals submitted by eligible non-profit organizations for various county, state and federal grant funded programs.



OLIVETTE CARTER, DIVISION MANAGER

The Community Assistance Division provides a wide variety of services to improve the quality of life for Seminole County residents. This Division manages a myriad of services and programs tailored to meet the basic needs of Seminole County most vulnerable citizens. The division is comprised of two Sections: **Veterans Services and Financial Assistance.**

“The best way to find yourself is to lose yourself in the service of others.”

~ Mahatma Gandhi

Quick Facts:

- Seminole County is estimated by the VA to have 31,413 veteran residents.
- Seminole County is home to 3,597 military retirees with an annual military retirement income of almost \$97 million.
- Seminole County has a cumulative total of \$2,626,944 in VA Home Loans

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 veterans, their dependents, and their survivors, and can be accessed by appointments or during triage. Weekly Triage are held all day on Tuesdays which includes 15-minute, one-on-one consultation and walk-in services. The purpose is to advise and perform minor actions. If a full consultation is needed, an appointment is scheduled.

The Veteran team supported 725 unique clients with 12,067 client contacts that have resulted in \$20,591,000 in additional VA funding coming into Seminole County. During fiscal year 2014-15, Seminole County received \$213,628,000 in benefits from the VA.



COMMUNITY ASSISTANCE (CONTINUED)

Financial Assistance

Financial Assistance provides multiple services and programs including financial assistance for rent, mortgage, and utility; dental, hospital/indigent care, and burial assistance for eligible Seminole County households. Staff also provides direct case management and rental assistance for 42 chronically homeless households through the HUD Continuum of Care/Shelter Plus Care Program; and 10 homeless households supported by the Emergency Solutions Grant (ESG) Program. In total, Financial Assistance staff administers and manages more than ten (10) programs with a budget of \$4.2 million. During the last fiscal year alone, more than 896 households received some form of financial assistance. For the last fiscal year the FA staff provided over \$ 893,069.11 to Seminole County households, resulting in an average of just over \$1,700 per household.



In addition to the programs mentioned above, the Financial Assistance Section also administers the Department of Economic Opportunity-Community Development Block Grant (CSBG) Program, an antipoverty program, which provides a myriad of services for low-income households in Seminole County, including before/after care assistance, summer day camp scholarships, tuition, books and training supplies for vocational/technical certifications, and rent/utility assistance for families enrolled in the CSBG Family Self-Sufficiency Program. During the last fiscal year 12 students received training scholarships to attend a vocational or secondary education institution, at a cost of \$36,804.58. In addition, extended day scholarships for before and after school were also provided to 54 children whose parents otherwise would be unable to afford this service. The financial Assistance section currently provides and administered the following services and programs:

- *Prevention Assistance (Rent Mortgage and Utility)*
- *Dental Assistance*
- *CSBG Family Self-Sufficiency Program*
- *CSBG Training Scholarships for vocational and technical certification*
- *Summer Day Camp and Extended Day Scholarships*
- *Rental Security and Utility Deposit Program*
- *HCRA Indigent Care*
- *Cremation/Burials*
- *Homeless Continuum of Care/Shelter Plus Care Program*
- *Seminole County Homeless Prevention Program*
- *Tenant-based Rental Assistance (TBRA) Program*
- *Emergency Solution-Rapid Re-housing Program*



Community Events

One of the major events of the Community Assistance Division is the **Veterans Stand Down**, an annual community events which bring numerous local service providers together to address the multifaceted needs of veterans and their families. The event was held on April 18, 2015 and resulted in 88 veterans receiving assistance. Of the 88 veterans served at the Stand Down, 13% were women Veterans, a 300% increase from the previous year. Credit goes to the various agencies who participated, including the Florida Department of Health in Seminole County, which hosted the event; the VA Medical Center of Orlando, Homeless Services Network of Central Florida, Workforce of Central Florida, and the Department of Children and Families. Services provided included free haircuts, dental, clothing and boots, and toiletries. Veterans and their families were also linked with a variety of services including VA and Mainstream benefits, counseling and supportive Services and other resources. Free breakfast and lunch was also provided for all Veterans and volunteers.

Quick Facts:

- Total budget of \$4,240,000 for client services
- 896 families received assistance
- 18,916 phone contacts & 6,587 customer visits
- 12 residents received training scholarships
- 10 households received assistance for rent and utility deposit with SHIP funds
- 15 households received Rent and utility assistance with HOME Funds
- 10 homeless individuals/families were housed with ESG-RRH Program
- 42 households received rental assistance through the Homeless Continuum of Care/Shelter Plus Care Program



The Community Assistance Division also spearheaded the **2nd Annual Back to School Bash** in which community services staff in collaboration with over 30 community partners, including Florida Department of Health in Seminole County, Harvest Time International, and A Gift for Teaching, hosted the free event which was held on Saturday, August 15th at the Florida Department of Health in Seminole County. The Back to School Bash provided services to more than 272 families and 546 children on-site. Over 700 back packs with school supplies were

provided to children entering Seminole County Public Schools Kindergarten through 12th grade during the 2015-16 school year. Other free services provided included School Physicals, Dental Screenings, Birth Certificate, and Haircuts. The event also featured a raffle of six (6) gift Baskets donated by Safehouse Seminole. Families also enjoyed a free lunch prepared by the Sanford Police Department; face painting, family fitness boot camp and a performance by a local dance troupe. The event was very successful in educating the public of the various resources in Seminole County while providing much needed services for families and children. As a result of this event 60 families were assisted with vaccinations for their children; 25 children received School Physicals; 59 children receive a dental screening, and 75 persons received free haircuts. A Birth Certificate was also provided for one (1) individual.

COMMUNITY ASSISTANCE (CONTINUED)



Collaboration and Partnerships

The Community Services Agency (CSA) Partnership Program is administered by the Community Assistance Division. The Program was initiated by the Board of County Commissioners' (BOCC) to address the needs of Seminole County residents by providing funding to local nonprofit agencies to address their essential life and or supportive service's needs. For FY 2014-2015 Fiscal Year, \$700,000 was allocated by the BOCC to 14 local nonprofit organizations through a competitive Request for Proposal Process. Through these agencies a variety of supportive services are provided including emergency shelter, food, childcare services, child abuse prevention services, and services for special needs children.

OUR COMMUNITY SERVICE AGENCY PARTNERS

Agency	Program/Service Provided	# of Persons Served
Boys & Girls Club	Afterschool Club for School aged children (Altamonte Springs Branch)	1,543
Boystown	Shelter	143
Catholic Charities	Recuperative care for homeless adults	32
Christian Sharing Center	Food Assistance	1,728
Early Learning Coalition	School Readiness	198
Foundation of Seminole County Public Schools	Afterschool programs for school aged children	4,170
IMPOWER	Transitional Housing for youth aging out of foster care	44
Kids House of Seminole	Child Advocate Program	808
Meals on Wheels	Home Delivered Meals & Medical/Shopping Trans.	2,503
Recovery House	Homeless Shelter for Men	91
Safehouse Shelter	Domestic Violence Shelter	543
Safehouse YANA Project	Supervised Visitation	515
SC Bar Association	Legal Advice for DV Victims	93
The Grove	School-based Prevention Program	50
TOTAL		12,461

STEVE FUSSELL - DIVISION MANAGER

“

We do not exist
for ourselves!”

~ Thomas Merton

We are a high performance, community focused team that enables sustained prosperity for Seminole County residents and businesses. The 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. The Community Development Team is committed to improving predominantly lower income neighborhoods and communities.

Quick Facts:

- *Thirty four (34) County home owners received Immediate Needs improvements at a cost of \$350,373.*
- *17 City of Sanford home owners received Immediate Needs improvements at a cost of \$173,849.*
- *Nine (9) homes were rehabilitated at a cost of \$774,636. Seven (7) homes were reconstructed at a cost of \$892,049.*
- *Thirty one (31) families received purchase assistance and became home owners with \$553,713 of funding.*
- *Under the Neighborhood Stabilization Program, six (6) homes were acquired and rehabilitated, with 3 sold to income eligible households.*
- *Demolished five (5) vacant dilapidated residential structures.*
- *Hosted six (6) lender certification training workshops and two (2) loan processors workshops.*
- *Held the 2nd Annual Homeownership Fair in Seminole County with over 200 persons in attendance.*
- *Celebrated Fair Housing Month by hosting the 2nd Annual Fair Housing Art Contest for children ages 5 through 10.*
- *The Division partnered with Habitat Humanity of Seminole County and Greater Apopka to construct 4 affordable housing units*



The 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 as well as the provision of public services.

Seminole County Government recognizes the importance of providing assistance and resources to residents who have overwhelming needs. The County offers financial assistance to residents in dilapidated housing that requires rehabilitation. The Immediate Needs

COMMUNITY DEVELOPMENT DIVISION (CONTINUED)

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



PROGRAM HIGHLIGHTS

Public Facilities

- Provided CDBG funds in an amount of approximately \$1,200,000 for the design and Phase 1 construction of a water project in the Midway community.
- Provided \$20,800 in funding to augment the Seminole County Housing Authority's Street Paving Project.
- Provided \$6,481 through the County's MSBU Program for street lighting.
- Funneled \$85,855 of Emergency Solutions Grant funding to 3 local shelters for operating costs and \$46,506 to provide rapid re-housing for homeless families.



Public Services

- Assisted 79 individuals with dental assistance 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.
- Managed the City of Sanford's Community Development Block Grant program.

COMMUNITY DEVELOPMENT DIVISION (CONTINUED)

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 Government provides purchase assistance to qualified homebuyers to purchase new or existing homes. The purchase assistance program provides for qualified very low, low and moderate income first time homebuyers in need of down payment, principal reduction, and closing cost assistance to purchase new or existing homes. Seminole County Government also 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.

This year, Community Development began managing two new initiatives:

- **Seminole County Government's Vacant Lots Program:** Under this program, the County began making certain County owned vacant lots available for affordable housing projects. To date, formal applications for 3 of the vacant lots have been submitted and are under review.
- **Seminole County Government CDBG Economic Development Program:** This program provides business owners (microenterprises) with the financial and technical support that will result in improved access to goods and services in the area, increased revenues and economic development of the area, revitalize and stabilize businesses in Seminole County's low and moderate income neighborhoods and diversify the local economy.

COMMUNITY DEVELOPMENT PROJECTS IN 2015



PROSECUTION ALTERNATIVES FOR YOUTH

“ 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 (PAY) 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 the juveniles 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. In FY 14-15 Teen Court volunteers contributed more than 10,500 hours of community services.

In FY14-15 the PAY team served nearly 950 youth, and achieved a success rate of 85% with only 10% of the participants committing additional offenses within one year of completing the program. Clients also completed over 13,500 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

PROSECUTION ALTERNATIVES FOR YOUTH (CONTINUED)

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 14/15, almost 400 young people were offered the civil citation opportunity.

Quick Fact:

Seminole County's Civil Citation program was recognized in June, 2015, as among the top 20% of civil citation efforts in the state. In an independent study released by one of Florida's top civil citation experts, Seminole County's initiative, which began in 2012, was ranked 6th best in Florida.

PROGRAM HIGHLIGHT

Seminole County Teen Court celebrated its 20th anniversary this fall. To mark this milestone, it hosted its first Teen Court Summit in October. Over 40 teen participants were in attendance, with representatives from Brevard, Orange and Seminole Counties. Special speakers included the Honorable Susan Stacy, juvenile judge with the 18th Judicial Circuit, and Dr. Erica Pooler, Director of School Safety and Student Alternative Placement for Seminole County. Presentations were also made by members of the Seminole County Sheriff's Office Domestic Security/Counter-Terrorism and K-9 units.



COMMUNITY SERVICES DEPARTMENT STAFF

Valmarie H. Turner, Director

The Business/Administration Team

Administrative Support Team:

Pamela Martin - Administrative Assistant/Supervisor
Rita Hendricks - Program Specialist
Rene Minus - Customer Service Representative
Patricia Crampton - Customer Service Representative

Finance Team:

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

Compliance Team:

Diane Durr - Compliance Officer
Lisa Booth - Compliance Project Manager
Josie Delgado - Compliance Project Coordinator

Community Assistance Division

Olivette Carter - Community Assistance Division Manager

Housing and Financial Assistance:

Tamara Johnson - Program Manager
Michelle Cahill - Project Manager
Laterika Williams - Project Manager
Alrick Esberry - Project Manager
Vacant - Case Manager
Carrie Longworth - Case Manager Supervisor
Jennifer Ortiz - Case Manager
Joan Jones - Case Manager
Vacant - Case Manager

Veterans Services Team:

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

Community Development Division

Steve Fussell - Community Development Division Manager
Carmen Hall - HUD Administrator
Cora Yon - Project Coordinator
Annie Knight - Project Coordinator
Becky Heckters - Project Manager
Sylvia Johnson - Project Manager
Shanika Preston - Project Manager
Joe Sandley - Project Manager II
Vacant - Project Manager
Vacant - Program Specialist

PAY Division

Jean Jeffcoat - PAY Division Manager
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
Susan Oliveras - Sr. Staff Assistant

WE ARE HERE TO HELP

THE MANAGEMENT TEAM



From L to R: Steve Fussell, Olivette Carter, Valmarie Turner & Jean Jeffcoat

WE ARE HERE TO HELP

ADMINISTRATIVE STAFF



From L to R: Rita Hendricks, Patricia Crampton, Rene Minus & Pamela Martin

COMMUNITY ASSISTANCE



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

COMMUNITY DEVELOPMENT



From L to R: Steve Fussell, Cora Yon, Shanika Preston, Becky Heckters, Carmen Hall, Sylvia Johnson, Joe Sandley, Missing: Annie Knight

PROSECUTION ALTERNATIVES FOR YOUTH



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

COMPLIANCE



From L to R: Diane Durr, Josie Delgado & Lisa Booth

FINANCE



From L to R: Ana Magluta, Jeff Aldridge & Tracy Justice

WHERE TO GET HELP/OUR INDIVIDUAL ACCOMPLISHMENTS

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 2015



Accomplishments Report - FISCAL YEAR 2014/2015



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