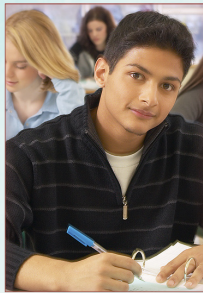




SEMINOLE COUNTY

FLORIDA'S NATURAL CHOICE

COMMUNITY SERVICES DEPARTMENT



Accomplishments Report

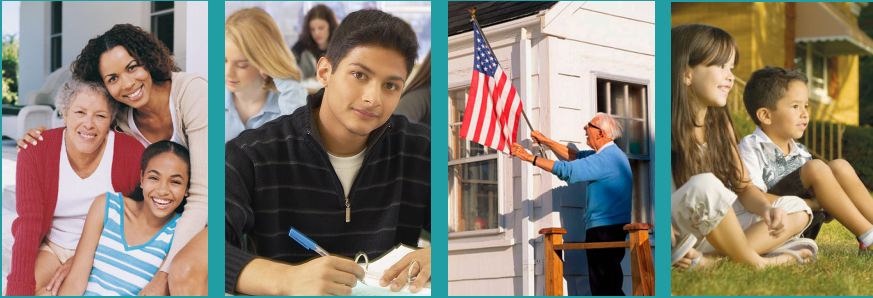


FISCAL YEAR 2012/2013

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



COMMUNITY SERVICES DEPARTMENT



COMMUNITY ASSISTANCE • COMMUNITY DEVELOPMENT
COMPLIANCE • 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 2nd Annual Accomplishments Report – 2013.

The Community Services Department had a very busy year as we—

- Participated in the **Seminole County Centennial Festival**,
- Proclaimed April as **Fair Housing Month** in Seminole County,
- Celebrated **National Homeownership Month** in June,
- Helped to coordinate the **Seminole County Homeless Veterans Stand Down**, and
- Implemented several new programs, such as—
 - The Community Services Block Grant (CSBG) **Summer Camp Program**,
 - The **Homeless to Home** initiative, and
 - The **Civil Citation Program**

The services that we provide are so vital to the community and we are working to ensure that services to all our customers include:

- **Timeliness:** *Providing services in an efficient, effective manner.*
- **Quality:** *Providing services with efficiency and accuracy.*
- **Satisfaction:** *Providing appropriate and fitting resources to our customers.*
- **Cost/Quantity:** *Providing reasonable and cost effective services.*
- **Innovation:** *Staying on the cutting edge of new ideas, "forward thinking."*

We continue to improve and build a functional structure that offers the flexibility needed to make our services and programs successful. The entire Department has worked with the **Organizational Development Team** and participated in a four-month training program – "*The 17 Indisputable Laws of Teamwork*" by John C. Maxwell; in an effort to learn four essential elements of Teamwork:

- Team Value
- Team Mechanics
- Team Definition
- Team Production.

We firmly believe that collaboration and partnership are essential to achieving our mission and objectives. As such, we want to thank our long-standing partners, as well as our new ones, for your continued partnerships and support. 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 is comprised of three (3) Divisions and two supportive Offices which provide specific programmatic and/or fiscal oversight of programs administered by the department.

The sections include:

- **BUSINESS/ADMINISTRATION OFFICE**
- **COMMUNITY ASSISTANCE DIVISION**
- **COMMUNITY DEVELOPMENT DIVISION**
- **COMPLIANCE OFFICE**
- **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 1,250 phone calls were received monthly
- Over 10,600 client walk-ins were assisted during the year
- Over 1,300 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

Health Department • www.seminolecohealth.com
400 W. Airport Blvd, Sanford FL 32773, 407-665-3000

The Health Department 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.

- Clients seen: 58,959
- Visits & Services provided: \$961,877



Medical Examiner • <http://volusia.org/services/public-protection/medical-examiner/index.shtml> 386-258-4060

Seminole County funds Volusia County to provide medical examiner services. In 2012-13 Seminole County paid \$550,000 for 2,321 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 2012-13 Seminole County provided approximately \$19,000 for professional services for 108 medical exams.

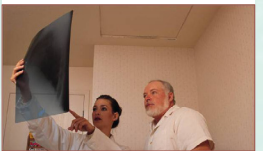


Seminole Behavioral Healthcare • www.Seminolecares.org
237 Fernwood Blvd., Fern Park, FL 32730, 407-831-2411

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 2012-13, \$183,000 was paid to Seminole Behavioral Healthcare for these services. They provided 365 daybeds as well as 179 hours of outpatient medical services to the residents of Seminole County.

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

~ Anonymous



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. In Seminole County, 13.2% of the population is 65+, 49% of those 60+ are eligible for and utilize food stamps, and 20.7% age 60+ live alone.



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 2012-13, \$140,031 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.

Business Team

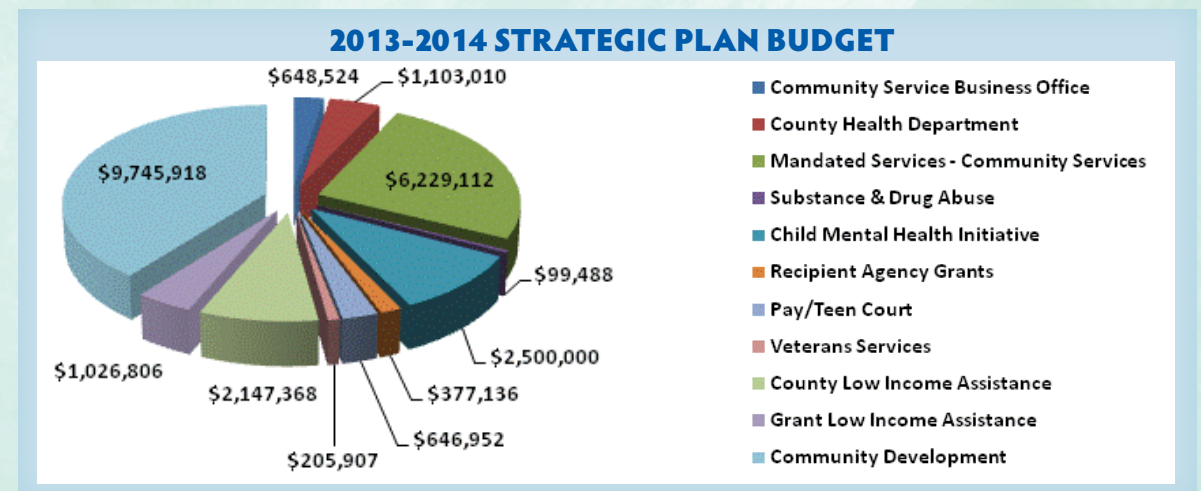
Community Services’ Business Office is tasked with four primary responsibilities:

- **Oversight and stewardship:** Overseeing financial operations and spending for the Community Services Divisions.
- **Grant administration:** Performing monetary drawdowns, financial compliance, and reporting to approximately 4 - 5 funding agencies to ensure spending and management is consistent with Federal regulations.
- **Accurate and timely reporting:** Preparing timely reports for internal and external customers to enhance program management and ongoing fiscal accountability.
- **Budgeting:** Preparing annual budgets to meet Divisional, Departmental, and Countywide goals and initiatives to enable performance of annual and multi-year projects.



In Fiscal year 2012-2013 the Financial Team efficiently and effectively managed and oversaw the spending of over \$25 million in various programs. Also, the Financial Team recently completed the Strategic Plan budget for 2014.

The 2013-2014 Strategic Plan budget and programs are provided below:



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 serves as the veterans' advocate when filing claims with the U.S. Department of Veterans' Affairs.

The team supported 716 unique clients with 16,981 client contacts that have resulted in \$14.8 million in additional VA funding coming into Seminole County for our veterans. During fiscal year 2012-2013, veterans in Seminole County received over \$170 million in benefits from the VA.

Major accomplishments include the Veterans' "Stand Down," the Veterans' Court, and increased homestead exemptions. Seventy-three veterans were served at the Stand Down, of which 60% were homeless. Participating agencies included the Health Department, the VA Medical Center of Orlando, the Homeless Services Network of Central Florida, Workforce of Central Florida, and the Department of Children and Families.

The Veterans' Court has a docket of 50 veterans, is among only a few in the Country, and was established to resolve veterans' issues through voluntary treatment instead of incarceration. The Veterans Services Office is an integral part of the Veterans' Court. Veterans Services had numerous client successes throughout the fiscal year. Successes range from simple matters such as registering a veteran for medical care, to the award of a long-pending

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



claim on appeal. One success story is that of an exasperated veteran and his spouse who visited the Office with a claim in process since 2010. The veteran was attempting to navigate the complex VA regulation system on his own but, with the guidance of this Office the claim was successfully rated. Veterans Services procured additional disability benefits, and assisted the veteran with a grant of total disability and an award of \$2,973 monthly for life, total homestead exemption on property taxes, education benefits and health insurance for the spouse, dental services for the veteran, and military installation access for both. The couple submitted the following letter of gratitude:

Quick Facts:

- Seminole County is estimated to have 38,067 veteran residents.
- Seminole County is home to 3,597 military retirees with an annual military retirement income of almost \$97 million.

“We were so fortunate to have had your guidance through the VA claims application process. With Bob receiving full benefits, we owe much to you, and always felt we had a friend in you. With our many emails, appointments you never let us down and gave us the much needed confidence to move forward. With a grateful heart, thank you.”

While the Veterans Services Office does not provide direct assistance for homeless veterans other than claims assistance, it had a 300% increase in homeless veteran contacts this past year. Time and effort is required to properly refer these homeless veterans to needed resources.

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.

Housing and Financial Assistance

Housing and 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 \$3.8 million. This past year alone, more than 900 households received some form of financial assistance, with over 1,500 receiving some type of public service assistance.



Financial Assistance (Continued)

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 257 individuals whose hospital or dental bills amounted to over \$667,000.

We also see that housing needs are met. Our 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 ability to help families keep or afford housing is a responsibility our staff takes very seriously. Their dedication and care in managing each household that visits our office has resulted in **697 households** receiving some form of assistance that ended or prevented homelessness. Staff



provided over \$700,000 to these families, resulting in an average of just over \$1,000 per household.

We also partnered with Harvest Time International (HTI), as its subrecipient for the Seminole County Homeless Program, to provide assistance to homeless families through rental and utility assistance, emergency shelter vouchers and Case management.

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. Through the Community Services Block Grant (CSBG). The Training Program provides tuition, books, and training supplies for income-eligible clients; which allows them to attain skills, knowledge, and experience to achieve economic self-sufficiency. **Twenty-four students** received training scholarships to attend a vocational or secondary education institution.

Making A Difference in the Community

The Housing and Financial Assistance and Veterans Services teams engaged in 45 agency presentations and community events including weekend events hosted by organizations and agencies serving 2,207 individuals in the community. The Financial Assistance team also initiated and hosted the Seminole County Social Services Forum which brought together a collaboration

Quick Facts:

- Total budget of \$3,860,387
- 906 families received assistance
- 13,433 phone contacts and 7,808 customer visits
- 24 students received training scholarships

PROGRAM HIGHLIGHT - 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 has partnered with Harvest Time International to implement the Homeless Plan. The plan provides case management that focuses on housing stability and placement, with an emphasis on the arrangement,



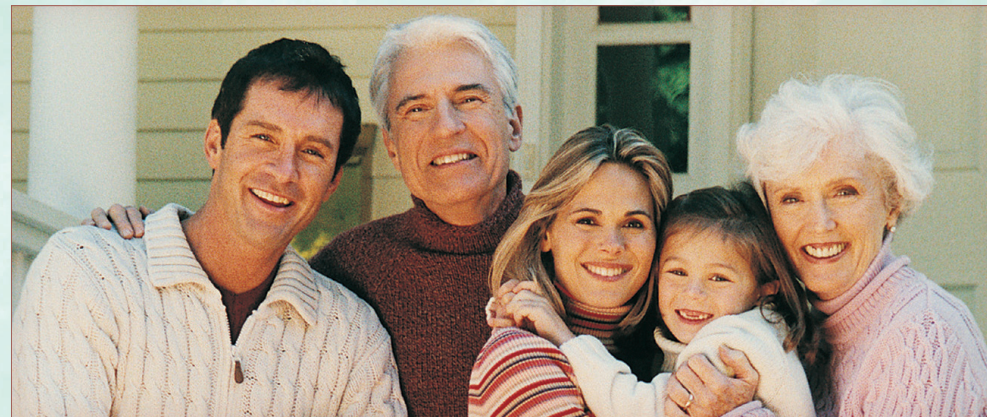
coordination, monitoring and delivery of services related to housing needs and improving housing stability for persons who are homeless. In addition, financial assistance resources such as, but not limited to short-term (up to 7 months) and medium-term (up to 21 months) rental subsidies, rental security 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.

Making a Difference (Continued)

of local community organizations and agencies with a representation of 62 individuals from these community groups. The Veterans' Services team initiated and hosted the Veterans' Stand Down with 40 service providers servicing 73 veterans with basic needs issues. The service providers provided on-site 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 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 have been defined as services that enhance quality of life for residents.

During the 2012-2013 Program Year, a total of \$919,000 was allocated to 18 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.



OUR COMMUNITY SERVICE AGENCY PARTNERS

2012-2013 Funded CSA Agency	Program	# County Residents Served
Meals on Wheels	Home Delivered Meals & Medical/ Shopping Trans.	3,204
Intervention Services	The Village	98
Early Learning Coalition	School Readiness	182
Kids House of Seminole	Child Advocate Program	512
Safehouse Shelter	Domestic Violence Shelter	310
Boystown	Shelters	106
Catholic Charities	Pathways to Care	44
Christian Sharing Center	Food Assistance	956
Salvation Army	Emergency Assistance	208
Recovery House	Transitional Housing	41
Seniors First	Community Care for the Elderly	60
Foundation of Seminole County Public Schools	Midway Safe Harbor	1,123
Lighthouse Central Florida	Early Intervention Services	192
Jewish Family Services	Family Stabilization - Longwood	22
Harvest Time International	\$40K for NEW LEAF Program; \$5K for Medical Supplies	3,892
Heart of Florida United Way	211 System	3,064
The Grove	Arts in Action	120
Safehouse YANA Project	Supervised Visitation	772
Boys & Girls Club	East Altamonte Branch	968
Special Olympics	Transportation, Lodging, Uniforms, Sports Equip.	466
TOTAL		16,340

“ 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 - CD 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. Through the CDBG Program, Seminole County sets forth goals to improve designated County neighborhoods, by providing activities such as: capital improvements (paving and drainage, sewer

and water line improvements), construction of sidewalks, limited park improvements, construction and/or improvements to community facilities, affordable housing development (site acquisition and infrastructure), clearance and demolition (demolition of vacant dilapidated structures), parks and recreation (improvements to designated neighborhood parks), and public services (child care, services for the elderly, child care assistance, rent assistance, etc.).

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 dilapi-

Quick Facts:

- 25 home owners received Immediate Needs improvements at a cost of \$240,233.
- 6 homes were rehabilitated or reconstructed.
- 15 families received purchase assistance and became home owners with \$415,434.
- Under NSP, 22 homes were acquired (soon to be rehabilitated) at an acquisition cost of \$2,501,195.
- 1 neighborhood had 2.5 miles of new sidewalks constructed for \$243,699 to benefit 261 persons.
- 1 sewer line totaling .83 miles was installed in the amount of \$317,722 benefitting 1,751 persons.
- 1 street lighting project totaling 13.3 miles in the amount of \$47,309.
- 4 dilapidated structures were demolished at a cost of approximately \$14,000.

dated 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 four trades: roofing, heating/air conditioning, electrical, and plumbing. Homes that were 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.



Accomplished Goals

The Community Development Division has met the SHIP commitment and expenditure deadline of June 30, 2013 and \$489,314 was encumbered and \$92,365 was expended. We also met the \$1.5 million dollars expenditure for the CDGB program that was due by July 15, 2013. The NSP expenditure deadline was March, 2013 and we also met it by expending \$1,997,589 in NSP-3 funds. For the HOME program, we met the deadline of October 31, 2013 and committed \$1.6 million dollars.



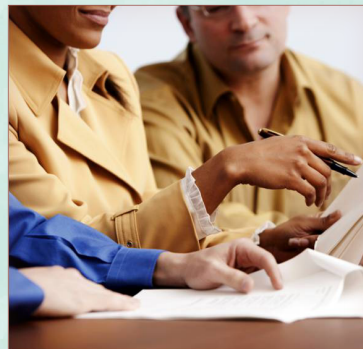
PROGRAM HIGHLIGHT - In an effort to improve the access to public facilities and schools, Seminole County partnered with the City of Winter Springs to improve the 2½ miles of sidewalk located in the North Moss Road Target Area. In this project, Seminole County contributed \$250,000 of CDBG funding, and Winter Springs provided \$15,500. These improvements serve approximately 2,260 Seminole County citizens in a predominantly lower income neighborhood.

Project	Completed FY 2012/2013	In Progress	Total
Immediate Needs	25	10	35
Rehabilitation/Reconstruction	6	28	34
Capital Improvements	2	2	4
Public Services	8	8	16
Down Payment Assistance	15	7	22
Total	56	55	111

“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**

It is imperative that the County and all of its funded Subrecipients adhere to the respective agreements and regulations attached to their funding. The Compliance Office assists Division and Program Managers, and senior management in helping all parties stay in compliance with all requirements.



Funding may come from Federal sources (such as the HOME, NSP, and CDBG Programs), the State (SHIP Program), or directly from the County's General Fund. Each funding source has different purposes, regulations, and requirements, and it is the Compliance Office's responsibility 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.

Monitoring is conducted throughout the year, and during Fiscal Year 2012-2013 the Compliance Office monitored:

- Several previously-funded long-term affordable rental housing developments funded by the HOME, NSP, CDBG, and SHIP Programs, which include hundreds of rental housing units.
- Eighteen Community Service Agencies (funded by the General Fund),
- Activities under ten separate grant programs, including Tenant-Based Rental Assistance, Child Care Assistance, Dental Assistance, Community Services Block Grant, the Children's Mental Health Initiative, and the Shelter Plus Care Program.
- At year's end, thirteen monitoring efforts were in progress.

In addition, due to intensive monitoring of the Shelter Plus Care Program, the Compliance Office spearheaded the transition of this program from an external subrecipient agency to be handled internally by the Community Assistance Division. This included the recapture of over \$3,600 in misspent Shelter Plus Care funding and the reimbursement of over \$6,200 to overcharged tenants.

The Compliance Team also prepared for and responded to two intensive monitoring visits conducted by the U.S. Department of Housing and Urban Development (HUD) during the Summer of 2013. They worked with HUD officials throughout each monitoring to prepare for each visit, to ensure that all requested information was provided, and that full compliance is achieved.

COMMUNITY SERVICES LOAN PORTFOLIO:

Rehabilitation/Reconstruction	\$5,284,437
Investment Partnership Program	\$20,048,851
Total	\$25,333,288

“ 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 created 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.

State Attorneys review 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 the Juvenile Alternative Services Program (JASP). Teen Court is a creative judiciary format where the youth appears before a court of his/her peers, who are volunteers. JASP 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.



The PAY team served nearly 900 youth through this program, and has achieved a success rate of 89% with only 7% of the participants committing additional offenses within one year of completing the program. The team also collected over \$6,500 in restitution for victims.



The Teen Court Program is held 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 defendants 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 pros-

ecutor. All positions are held by teenaged youth with the exception of the volunteer judge.

The Juvenile Alternative Services Program, or JASP, is utilized in the event a felony case is referred to the PAY Division. A hearing is conducted by a PAY Hearing Officer and sanctions are assigned. All Hearing Officers are volunteers who have completed 8-week training which includes Juvenile Justice Procedures, Juvenile Criminal Law, and Conflict Resolution as some of the required courses.

Beginning in July 2012 the PAY team 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 personal record. The youth, after receiving the civil citation, must then complete either the Teen Court or JASP requirements, and receive a curfew and a minimum of 25 hours community service.

Quick Fact:

The JASP was awarded a \$9 million grant for the Children’s Mental Health Initiative. This grant serves approximately 100 families by integrating home and community-based services for youth with serious emotional disturbances. The grant encourages development and expansion of programs that offers this assistance.

PROGRAM HIGHLIGHT - After completing the PAY program, several students have returned to volunteer with the Teen Court, serving as jury members and “attorneys.” This past year, PAY youth participated in various projects that benefited Seminole County residents. They donated school supplies, and PAY also has a small food pantry to assist clients with immediate needs and the youth donate non-perishable food items, as well as personal hygiene items to help keep it stocked. The PAY program also works with University of Central Florida interns seeking hours to complete their degree in the field of juvenile justice.

COMMUNITY SERVICES DEPARTMENT STAFF

Valmarie H. Turner, Director

The Business/Administration Team

Administrative Support Team:

Pamela Martin - Administrative Assistant
 Patricia Crampton - Customer Service Rep
 Rita Hendricks - Program Specialist
 Laisel Lara - Program Specialist
 Cora Yon - Customer Service Rep

Finance Team:

Jeffrey Aldridge - CPA, Business Administrator
 Grant, Contract and Financial Coordinator (vacant)
 Accounting Clerk - Ana Magluta

Community Assistance Division

Olivette Carter - Division Manager

The Housing and Financial Assistance Team:

Tamara Johnson - Program Manager
 Jennifer Lawrence - Supervisor
 Michelle Cahill - Project Manager
 Carrie Longworth - Project Coordinator
 Marie Desire-Homere - Case Manager
 Sara Purcell - Case Manager
 Joan Jones - Case Manager
 Mary Davis - Shelter Plus Care Project Manager

The Veterans Services Team:

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

Community Development Division

Frances De Jesus - Division Manager
 Carmen Hall - HUD Administrator
 Sarah Benoit-Santiago - Project Coordinator
 Annie Knight - Project Coordinator

Community Development Division (Continued)

Becky Heckters - Project Manager
 Carlo Scorpio - Project Manager
 Project Manager (vacant)
 Construction Manager (vacant)

Compliance Team:

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

PAY Division

Jean Jeffcoat - Division Manager
 Senior Staff Assistant (vacant)
 Lisa Turner - Senior Coordinator
 Debbie Hughes - Juvenile Diversion Officer
 Anya Baerga - Juvenile Diversion Officer
 Armando Rivera - Juvenile Diversion Intake Officer
 Suzanne Beacham - Teen Court Supervisor
 Cornelius Gray - Teen Court Officer

WE ARE HERE TO HELP

THE MANAGEMENT TEAM



From L to R: Jean Jeffcoat, Frances De Jesus, Valmarie Turner & Olivette Carter

WE ARE HERE TO HELP

ADMINISTRATIVE STAFF



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

COMMUNITY ASSISTANCE



From L to R: Jennifer Lawrence, Mary Davis, Olivette Carter, Joan Jones, Michelle Cahill, Carrie Longworth, Sara Purcell, Marie Desire-Homere & Tamara Johnson

COMMUNITY DEVELOPMENT



From L to R: Becky Heckters, Carlo Scorpio, Frances De Jesus, Annie Knight, Sarah Benoit-Santiago & Carmen Hall

COMPLIANCE



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

VETERANS SERVICES



From L to R: Ed Burford & Cathy Schubert

PROSECUTION ALTERNATIVES FOR YOUTH



From L to R: Jean Jeffcoat, Cornelius Gray, Anya Baerga, Suzanne Beacham, Debbie Hughes, Armando Rivera & (Not pictured - Lisa Turner)

FINANCE



Jeff Aldridge & (Not pictured - Ana Magluta)

WHERE TO GET HELP

AGENCY NAME

PHONE NO.

Seminole County Food Pantries	
Sharing Center Sanford	407-260-9155
Sharing Center Longwood	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

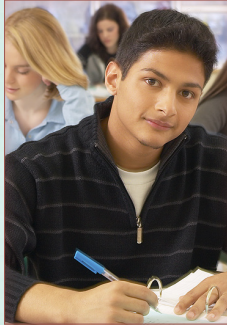
Outreach

- Seminole County Public Schools 4th Annual Community Outreach
- Social Service Forum
- Families in Transition Homeless Event
- Veterans Stand Down
- Showcase of Careers in Public Service @ UCF
- How to Survive & Recover in a Bad Economy
- Pentecostal Church of God 4th Annual Community Health Fair

Training

- Understanding Poverty
- Employee Academy
- Environmental Record Review
- Housing Development Finance
- Multi-Family Development
- Fair Housing
- Program & Financial Management for Homeless Grantees

Accomplishments Report - FISCAL YEAR 2012/2013



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