

2015-16 Annual Report



MID FLORIDA COMMUNITY SERVICES, INC.



820 Kennedy Boulevard, Brooksville, FL 34601 ~ (352) 796-1425

CONTENTS:

THE MANAGEMENT TEAM AND MISSION STATEMENT..... PG. 3

LETTER FROM THE BOARD CHAIR PG. 4

LETTER FROM THE CEO PG 5

BOARD OF DIRECTORS PG 6-7

YEAR IN REVIEW..... PG 8

STRATEGIC PLAN UPDATE PG 9

DEPARTMENTS/PROGRAMS

COMMUNITY SERVICES PG 10

HEAD START/EARLY LEARNING PROGRAMS PG 12

SENIOR SERVICES PG 14

CHILDREN’S ADVOCACY CENTER OF HERNANDO PG 18

TRANSPORTATION SERVICES PG 20

WEATHERIZATION SERVICES PG 22

EMPLOYEE RECOGNITION PG 24

IN MEMORY PG 25

IT’S WHAT WE DO..... PG 26

FINANCIALS PG 27

THANK YOU PARTNERS AND SUPPORTERS PG 30

THE MANAGEMENT TEAM

Michael J. Georgini, CCAP - Chief Executive Officer

Kris J. Bates, CPA, CGM A - Chief Finance Officer

Patricia D. Keelean, M.Ed., NCRT, CCAP - Chief Operating Officer

Sherry Meikrantz, PHR - Human Resource Director

Veronica Agle - Community Services Director

Heidi L. Rand - Early Learning Programs Director

Mathew Kline, M.A. - Senior Services Director

Karen Schulz - Weatherization Program Director

Janine Hammett, RN, S.A.N.E. - Children's Advocacy Program Manager

Jan Malik - Transportation Coordinator

Chad Johnston, BS CIS - IT Director

David Grant - Facilities Director

Clarence Lovelace - Facilities Director

Mission Statement

Mid Florida Community Services, Inc. is a partner in which low income people are supported in their efforts to become self-sufficient.

Letter from the Board Chair

Dear Friends,

It is with pleasure that I am able to tell you that Mid Florida Community Services, Inc. continues to support and assist our clients in changing lives in areas such as, early education, achieving economic stability, while remaining self-sufficient and independent in their later years.

Our agency's hard working staff served more than 29,203 individuals and 13,990 families in our six county service region in this past year.

We continue to focus on employment, job training, healthcare, utility assistance, affordable housing, transportation and education. These services are provided through programs such as the Head Start program, the Low-Income Home Energy Assistance Program, the Community Services Block Grant and the Children's Advocacy Center of Hernando County.

In our quest to provide the highest quality services possible to our clients, we continue to participate in the Pathways to Excellence program and are making great progress in meeting the goals of the very best practices in community action. Our Head Start program continues to be recognized as a Program of Excellence by the National Head Start Association. This distinguished status has been achieved by only 9 Head Start programs in the country.

This level of success would not have been possible without the hard work of our agency staff and the support of the Board of Directors, Policy Council, Community partnerships and supporters

Tommy Blackmon, Esq.
Board Chair

Tommy Blackmon



Letter from the CEO

This past year has been one of the most difficult and exasperating years I can remember. But even in these times of state reorganization, Mid Florida Community Services, Inc. (MFCS) has continued its commitment to the National Community Action Network's mission of supporting low-income individuals and families as they strive to be self sufficient.

The struggling economy still has an overbearing affect on the low-income population causing 4 out of 10 families to live in poverty or living paycheck to paycheck in the six counties we currently serve.

The top five community needs that were identified in our comprehensive community needs assessment are:

- 1) Transportation
- 2) Employment/Job Training
- 3) Utility/Energy Assistance
- 4) Affordable Healthcare
- 5) Affordable Housing

The agency will continue to focus on addressing the needs through direct services, advocacy, community development and input. This will require vision, leadership and a skilled staff to take MFCS to the next level of excellence. For instance, our Chief Financial Officer, Kris Bates, CPA, has received a perfect audit for 7 years in a row. Our Chief Operating Officer, Patricia Keelean is in the process of completing the requirements for Certified ROMA Master Trainer. This would put her at a level very few have obtained, for she is already a Certified Community Action Professional (CCAP), a Certified ROMA Trainer and a certified Peer

Reviewer for *Pathways to Excellence*. Our Head Star Director, Heidi Rand, continues to operate a Program of Excellence and is seeking to expand into Early Head Start. Sherry Meikrantz, Director of Human Resource, is seeking to expand our technical capabilities in human resources to bring her department to a level of excellence.

All that being said, I look at this next year with a feeling of trepidation, not knowing what path our direction will take. I end this with a quote from the great Winston Churchill at a time early in WWII when England was discussing possible surrender to Germany. At this darkest time, Winston Churchill, holding his cigar, said, "I find it inspiring". I say the same.

Michael J. Georgini, CCAP
Chief Executive Officer

Michael J. Georgini





Presentation to Diane Rowden - Left Janine Hammett, CAC Manager; Patricia Keelean, COO; Michael J. Georgini, CEO; Diane Rowden, County Commissioner; Tommy Blackmon, Board Chair; Kris Bates, CFO

EXECUTIVE BOARD OF DIRECTORS



Board Chair
Tommy Blackmon
Client Sector



Board Vice-Chair
Doug Childers
Private Sector



Secretary/Treasurer
Jennene Norman-Vacha
Private Sector

BOARD OF DIRECTORS



Diane Rowden
Public Sector
Hernando



Natasha Martin
Public Sector
Pasco



Doris McWilliam
Public Sector
Volusia



William Kleinsorge
Public Sector
Sumter



Christine Norris
Public Sector
Sumter



Ida Smith
Client Sector
Hernando



George Wanberg
Client Sector
Lake



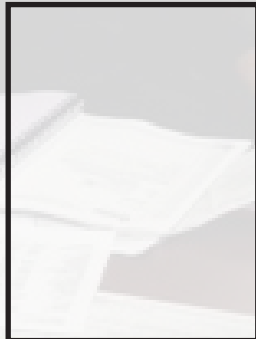
Evone Jackson
Client Sector
Sumter



Donna Maas
Client Sector
Volusia



Aaron Lyon
Private Sector
Pasco/Hernando



Brenda Gause
Private Sector
Hernando



Tracey Ramirez
Private Sector
Pasco/Hernando

YEAR IN REVIEW

Highlights from 2015-16

- ◀ **Served 19,796 individuals and 8,759 families in FY 2015-16**
- ◀ **CSBG Family Self-Sufficiency Program assisted or supported:**
 - ◀ 266 unemployed adults in obtaining a new job
 - ◀ 135 adults in obtaining skills/competencies required for employment
 - ◀ 22 adults in completing post-secondary education/diploma
 - ◀ 45 adults in securing a “living wage” and/or benefits
 - ◀ 51 employed adults in increasing their income and/or benefits
 - ◀ 420 adults in maintaining employment for at least 90 days
- ◀ **Head Start program served 1,105 children:**
 - ◀ 100% of Head Start children completing the program graduated with the school readiness skills needed to enter Kindergarten
 - ◀ 100% received medical exams
 - ◀ 100% received hearing and vision exams
 - ◀ 94% received dental exams
- ◀ **Senior Services provided support to 2,095 elderly adults:**
 - ◀ Provided 115,857 home-delivered meals to 352 seniors
 - ◀ Served 96,533 congregate meals to 891 seniors
 - ◀ Provided 12,026 telephone reassurance calls to seniors
 - ◀ Managed 25,637 emergency response alert calls
 - ◀ Provided 708 seniors a variety of supportive services through ongoing case management services
- ◀ **Transportation Services provided rides to 1,094 to seniors, the disabled and Veterans in Hernando County totaling over 162,000 miles.**
- ◀ **The Weatherization Assistance Program weatherized 128 homes, reducing energy costs an average of 25% for low-income homeowners.**
- ◀ **The Children’s Advocacy Center provided trauma-informed care, advocacy and support to 469 children and their families resulting from abuse and neglect.**

STRATEGIC PLAN UPDATE

Strategic Plan Update ... Real People, Real Impact!

GOAL: To advocate for, coordinate and expand access to services that promote self-sufficiency among low-income people and vulnerable populations.

IMPACT:

◀ **Transportation**

MFCS provided a total of 17,671 trips for 1,094 unduplicated consumers in FY 2015-16, including 1,238 trips for 146 consumers as a result of the new Mobility Enhancement Grant that enabled us to expand our hours of service.

◀ **Job Training/Employment**

MFCS assisted 166 low-income individuals in finding employment and 45 low-income individuals in securing a living wage job. In addition, 36 individuals completed a GED and 194 individuals completed a AA/BA degree or Technical Training program.

◀ **Utility Assistance**

MFCS provided 5,358 low-income households with energy assistance to restore or prevent their electricity from being disconnected.

◀ **Healthcare Services**

MFCS assisted **1,269** low-income consumers with access to healthcare services, including prescriptions, medical treatment, dental care and eyeglasses.

◀ **Housing**

MFCS assisted **437** low-income households with rent/mortgage assistance to prevent eviction/foreclosure or obtain safe, affordable housing.

◀ **Self-Sufficiency**

- A total of **41 or 78%** of participants obtained full or part-time employment.
- A total of **38 or 73%** of participants achieved self-sufficiency during the 2015-16 fiscal year.



COMMUNITY SERVICES

Summary of Services

- Community Services Block Grant (CSBG)
- Family Self-Sufficiency Program (FSSP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Emergency Food and Shelter Program (EFSP)
- United Way Outside Agency Funds (Pasco County)
- Homeless Prevention Grant (Pasco, Hernando, Citrus and Sumter Counties)



STATS:

36 INDIVIDUALS COMPLETED A GED
194 INDIVIDUALS COMPLETED AN AA, BA
DEGREE OR TECHNICAL TRAINING
166 INDIVIDUALS OBTAINED A JOB
45 INDIVIDUALS SECURED A “LIVING WAGE” JOB

COMMUNITY IMPACT:

5,358 HOUSEHOLDS RECEIVED ENERGY ASSISTANCE to restore or prevent their electricity from being disconnected

608 HOUSEHOLDS RECEIVED EMERGENCY FOOD ASSISTANCE

439 HOUSEHOLDS RECEIVED EMERGENCY ASSISTANCE for rent/ mortgage, car repairs, temporary shelter or medical care



SUCCESS...



Karen was introduced to Mid Florida Community Services' (MFCS) Family Self-Sufficiency Program (FSSP) while receiving help with her electric bill through Low-Income Home Energy Assistance Program (LIHEAP). MFCS helped her with books, shoes, scrubs, medical supplies and gas cards to get to and from school. She completed the Medical Assistant Specialist Program at Pasco-Hernando State College. With her training, she was able to secure a livable wage job with benefits at a local health care facility providing clinical and administrative support to physicians.

Wearing a smile she says proudly, "I'm off food stamps and I can pay my own electric bill. My air conditioner broke and I was able to fix it. Before, I was borrowing money from others and now I'm self-sufficient." Karen worked hard in the FSSP and often sacrificed wants for needs, "I was without cable and internet service for two years, but now I can afford it." Her advice to others interested in FSSP is, "Take the help. MFCS is caring, giving and they will check on you to make sure you're okay. I wouldn't have been able to accomplish what I did without their help."



"I received assistance from Mid Florida Community Services' Family Self-Sufficiency Program to complete Withlacoochee Technical College's Electrical Program. They helped me with tuition, travel and the cost of tools. I couldn't have completed the program without their help. The Family Self-Sufficiency Program has completely changed my outlook on my path to success. I'm able to now state that I have completed a trade! My advice to others interested in the program is, if you can conceive and believe it, you can achieve it." Michael

HEAD START



Assist Children with:

- Language and Literacy
- Social and Emotional Development
- Approaches to Learning
- Physical and Health Development
- Cognitive and General Development



STATS FOR 2015-16

CHILDREN SERVED - 1,105

FAMILIES SERVED - 1,005

100% OF CHILDREN RECEIVED MEDICAL EXAMS

100% OF CHILDREN RECEIVED HEARING AND VISION EXAMS

94% RECEIVED DENTAL EXAMS

12.6% OF ENROLLED CHILDREN HAVE DISABILITIES

41% OF ENROLLED CHILDREN WERE 3 YEAR OLDS

59% OF ENROLLED CHILDREN WERE 4 YEAR OLDS

Who we served:

White - 23%

Latino/Hispanic - 39%

Black 32%

Biracial, other, Asian - 6%

Single Families - 56%

Two Parent Families - 35%

40% OF FATHERS/FATHER

FIGURES regularly participated in scheduled activities designed to promote parental involvement

2,230 people served as

volunteers; of these 54% are current or former Head Start parents



Head Start
Mid Florida Community Services



SUCCESS..



Juvenal,
Malloy Head Start

Juvenal began the 2015/2016 school year with severe dental decay, 13 teeth out of 20 had severe issues and needed to be restored. He was also facing the possibility of losing his 4 front teeth. Julyette Santiago and Suzette Otero, the Family Advocates for Malloy, worked very hard on Juvenal's case, as he had no insurance. Julyette and Suzette helped Juvenal's family complete all of the proper paperwork for Medicaid. Once the child was approved for Medicaid, they worked closely with the Oral Health Services Coordinator, Beatriz Treland, to schedule Juvenal's pre-operative exam for oral surgery. The surgeon, Dr. Elmore, completed the pre-operative exam, identified his needs and felt confident that she could handle them all. Surgery day quickly approached and Dr. Elmore was able to restore all 13 teeth. Working together with the family as a team, our Family Advocates and Health Team were able to provide a successful outcome for Juvenal. Juvenal is happy and thriving in the classroom with a great smile!



Head Start Garden Project

We have seen such an improvement in their willingness to taste vegetables when they help with growing, harvesting and preparing recipes.



SENIOR SERVICES

Service Delivery at a Glance

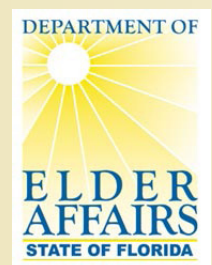
- Community Care for the Elderly
- Home Care for the Elderly
- Alzheimer's Disease Initiative
- Meals on Wheels
- Congregate Meals Site
- Respite Care
- Personal Care
- Homemaker Services
- Pets on Wheels
- Adult Day Care
- Emergency Home Energy Assistance for the Elderly
- Retired and Senior Volunteer Program (RSVP)
- Emergency Alert Response
- Telephone Reassurance



COMMUNITY IMPACT AT A GLANCE

Case Management/Nutrition

- 2,095 SENIORS SERVED
- 12,026 TELEPHONE REASSURANCE CALLS
- 25,637 EMERGENCY RESPONSE ALERTS MANAGED
- 96,533 CONGREGATE MEALS SERVED TO 891 CLIENTS
- 115,857 HOME DELIVERED MEALS SERVED TO 351 CLIENTS
- 18,653 RIDES PROVIDED TO MEAL SITES



LAKE COUNTY SENIOR SERVICES CASE MANAGEMENT

Ms. Christine is a 64 year old female who was referred to MFCS in early January as an Adult Protective Services client due to self-neglect.

During the initial assessment, we found that Ms. Christine was unable to complete most of her Activities of Daily Living due to declining health and mobility conditions. She also needed immediate assistance cleaning her home, and personal care because she was unable to take baths without assistance.

Mid Florida Community Services immediately put Homemaking and Personal Care services in place provided by Families Come First. Initially, Ms. Christine was very hesitant about having MFCS staff in her home.

By the 30 day visit, the case manager noticed a change in both her appearance and attitude. Ms. Christine was very grateful and appreciative of the services being provided.

Over the course of several weeks, Ms. Christine's self-esteem increased and she was able to live independently with dignity, avoiding placement in a nursing home.

SUCCESS...



Grand Opening of a new Congregate Meal Site
at the Jerome Brown Center
Brooksville, Fla.



SENIOR SERVICES

HOME CARE FOR THE ELDERLY (HCE)

This program provides a monthly stipend to Seniors to utilize at their discretion for purchases to address their daily needs.



CONGREGATE MEAL SITES

These sites offer free nutritious meals to Seniors as well as an opportunity for social interaction.

MEALS ON WHEELS

A home meal delivery service that delivers quality food daily to Seniors who otherwise may not have access to healthy, nutritious meals.



RESPITE CARE

Provides a break to allow Caregivers of Seniors to conduct personal business (i.e. shopping, hair care, socialization, etc.)



PETS ON WHEELS

This is a home delivery service that delivers dog/cat food to Seniors in effort to prevent them from sharing human food with their pets due to financial struggles.

ALZHEIMER'S DISEASE INITIATIVE (ADI)

This program serves clients of all ages and provides respite care to caregivers of those struggling with the disease.

COMMUNITY CARE FOR THE ELDERLY (CCE)

This is a program where Seniors are assigned to a Case Manager who routinely assesses and address their personal health, nutrition and homecare needs.



RSVP

- 41 total partnering agencies
- 263 total volunteers
- 3,258 lbs. of pet food delivered
- 32,671 total volunteer hours

SUCCESS...



**PETS IMPROVE
THE OVERALL
HEALTH OF
THEIR OWNERS.**



RSVP 'Pets on Wheels' Volunteer Story

Edith "Edie" Wilson is the driving force behind the "Pets on Wheels" program, which is a small grant administered by Meals on Wheels of America to provide dog/cat food to seniors throughout Hernando County. In 2015, Edie logged 1,397 hours and packaged 3,662 pounds of dog/cat food, feeding an average of 107 pets per month.

Ongoing research suggests that pets not only provide companionship, but also have a positive impact on overall senior health to include an emotional/psychological component. Without Edie's selfless dedication, these seniors may not be able to keep their beloved pets or they may choose to go hungry themselves and feed their pets the food delivered for them by our Meals-on-Wheels program.



As a testament to Edie's devotion to the program, the recent loss of her husband did not slow her down. Instead, she honored the memory of her husband by continuing to compassionately serve others.

CHILDREN'S ADVOCACY CENTER

The Children's Advocacy Center of Hernando County is dedicated to reducing trauma to victims of child abuse and their families through intervention, prevention and education.

The CAC provides trauma-focused therapy and other counseling services to child victims and their non-offending family members to begin the healing process.

COMMUNITY IMPACT:

469 Children were seen in 2015 for the following reasons:

166 CHILD VICTIMS OF SEXUAL ABUSE

174 CHILD VICTIMS OF PHYSICAL INJURY

112 CHILD VICTIMS OF NEGLECT

42 CHILD WITNESSES TO DOMESTIC VIOLENCE

60 DRUG ENDANGERED CHILDREN



Designer Purse Bingo Fundraiser

The Children's Advocacy Center of Hernando County (CAC) held their 3rd Annual Designer Purse Bingo on Friday, September 22, 2016. Tickets sold out weeks ahead of the big event, with more than 400 people in attendance! This year, over \$35,000 was raised, which is a substantial increase from last year. It was a fun, exciting night with 14 designer purses given away to the winner of each round of bingo. The lucky winner of the bonus round won a Louis Vuitton purse valued at \$1,820.00!

Florida State Representative Blaise Ingoglia, the emcee for the night, kept the crowd amused and engaged with his dynamic personality. Our local celebrity bingo callers for the night were: Supervisor of Elections, Shirley Anderson; Hernando County Sheriff, Al Neinhuis; Bay News 9, Veronica Cintron; United Way Executive Director, Angie Bonfardino; Brooksville City Manager, Jennene Norman-Vacha; Asst. County Administrator/Fire Chief, Scott Hechler; Pasco Hernando State College Provost, Donna Burdzinski; Tampa Bay Lightning "Thunder Bug"; Publix of Glen Lakes Store Manager, Lisa Williams; Nature Coast TV, Karen Dove; School Board Member, Matthew A Foreman, Esquire; and Withlacoochee River Electric Cooperative, Dave Lambert.



SUCCESS!!

S. is a 17 year old girl who came to therapy experiencing symptoms of depression, anxiety, and impulsive behavior. She had been making bad decisions, (i.e., sneaking out of the house, inappropriate social media behavior), and was feeling more and more detached from her family. S. had been adopted at the age of 10, following years of substance misuse, transience, and exposure to sexually inappropriate behavior by her biological mother. She was removed and placed in foster care with a non-relative, a surrogate grandmother, then had to be removed from her care. During these traumas, S. herself was victimized once at the age of 5, and again twice more in the next two years. When S. came to services, she was reluctant, stating that she was scared to facing things, and experienced depression, nightmares, fear, and suicidal thoughts. S. was able to build a strong rapport with her therapist, and began to talk about her experiences in a safe, non-judgmental, relaxed way. In time she began sleeping better, coping better, and making better choices. S. participated in a therapy known as TIR, Traumatic Incident Reduction, with her therapist, Which led to a change in her perspective and outlook that made it easier for her to be successful. S. graduated from high school in 2016 and is now enrolled in college.



“Dear Ms. Michele,

You have been such an amazing light in my life. Talking to you and seeing things from a different perspective has really changed the way I look at things and go about my daily life in a good way. Never would I have imagined that the deepest things that bothered me the most would one day never bother me again and that would not be possible if it was not for you. It is crazy to think how the first session I wanted nothing to do with another round of counseling and now here I am not wanting to leave. You have left such an impact on my life that will do nothing but benefit me from here on out. I can not thank you enough and if I could I would. Thank you again for helping me become a better person.” - S.



Working in Partnership with:

- University of Florida’s Child Protection Team
- State Attorney’s Office
- Hernando County Sheriff’s Department
- Florida Department of Children and Families
- Brooksville Police Department
- Florida Department of Law Enforcement



TRANSPORTATION SERVICES

Services are provided to the elderly, physically, mentally and economically disadvantaged residents of Hernando County.

**4 of our regular riders turned 100 years of age and 2 turned 101.
All are still quite active, frequently use our service, and are very appreciative they can maintain their quality of life!**



STATS

17,671 NUMBER OF TRIPS PROVIDED

162,217 TOTAL MILES

1,094 UNDUPLICATED CONSUMERS SERVED

July 1, 2016 – Trans-Hernando was awarded the Commission for Transportation Disadvantaged, Mobility Enhancement Grant, which enabled enhanced transportation service days and hours to all Hernando County Residents, as well as

connector service To



Michelle Tennie
3 Years of Service



Donald Steinway
10 Years of Service



Sponsored by:



Trans Hernando drivers are very dedicated and show true compassion to their riders. The six of them work together as a team and never hesitate to accept new assignments, route changes or accept a last minute added trip. Trans Hernando's impeccable reputation is a combined effort of both drivers and office staff. As the Transportation Coordinator of this system, I would like to personally thank each of them for their personal contribution.

– Jan Malik

DRIVER'S FEELINGS ABOUT THEIR RIDERS....

Kim – 13 years of service

I love helping people and making a difference in their lives.

Louis – 12 years of service

There is a great satisfaction in serving others because it brings a smile to their face and I receive the show of appreciation for the service we are providing.

Don – 11 years of service

My goal is to provide exemplary service and make my rider's day better. Many times, I am the only communication outside their homes. It is important to me to gain their trust and make them feel safe and comfortable.

Judy – 9 years of service

Every day is a great adventure. Whether we pick up a familiar face or a new face, they always have tons to say!

Michelle T - 4 years of service

I like meeting new people and enjoy listening to the stories they have to share. I love helping the elderly people that need all the help they can get.

Pia – 1 year of service

I love being a part of supporting, helping and strengthening our community. My job challenges me, but I thrive by making a difference for so many people in need of transportation and kind help.

RIDER'S FEELINGS ABOUT THEIR DRIVERS....

God send! A lifesaver!

Drivers, Office Staff, Everyone is exceptional. Best Service Ever!- Lori M.

Everyone has been so helpful! Being a paraplegic, this service allows me to get to my job every day and visit my grandma once a week. This service has given me my freedom! - David H.

You guys are the best thing that has ever happened to me! - Sarah M.

Wonderful, Dependable Service! Best Drivers!

Trans Hernando service is the only way I can leave my home.

Initially I was very nervous about using the lift. I am afraid of heights and the drivers, Judy and Pia, reassured me and now I'm comfortable under their direction. Your staff is remarkable, so compassionate and respectful of all the clients. - Marilyn G.

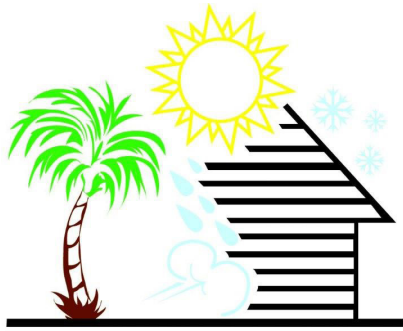
I would like to commend Don, he is the best. You could get on the bus and be mad at the world, but by the time I was dropped off, I was smiling! - Karen A.

Thank you very much for your help all the time. - Toyoko D.



In 2016, TransHernando was awarded Grants for 2 new A-Frame Buses & completely remodeled inside/outside of the office building

WEATHERIZATION



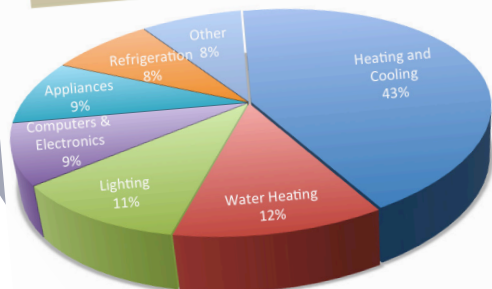
Weatherization Works in Florida

WAP services are designed to reduce energy costs by improving energy efficiency in the home while also addressing the health and safety conditions. Services are provided to eligible low-income homeowners, with priority given to those who are 60 years or older, families with disabilities, and/or families with children 12 years and younger.

Working in Partnership With:

- Pasco Housing Investment Partnership Program
- Hernando County Housing Authority
- Deltona Housing Community Development
- City of Daytona Beach
- Utilities Commission of New Smyrna Beach
- USDA Rural Housing Development
- County of Volusia Community Assistance Division

Here's How Consumers Spend their Energy \$
A typical single family home has an annual energy bill of about \$2,200. Here's how the bill breaks down on energy use.



128 TOTAL HOMES WEATHERIZED

16 - HOMES IN CITRUS COUNTY
23 - HOMES IN HERNANDO COUNTY
42 - HOMES IN PASCO COUNTY
5 - HOMES IN SUMTER COUNTY
42 - HOMES IN VOLUSIA COUNTY

The Florida Weatherization Assistance Program (WAP) reduces energy costs an average of 25%, benefiting elderly, disabled and other low-income households by reducing their energy burden.



SUCCESS...



I am pleased to write you today with a grateful heart. I would like to inform you of the difference this program has made in my life. I believe the new air unit has helped with my breathing and for that, I cannot thank all of you enough. Again I want you to know that everyone I have met with has been kind and professional. –Alice, Volusia

To the State of Florida, the Weatherization Department, the contractor and crew, I would like to thank you for the help that everyone has given me to weatherize my home and to make it more energy efficient to lower my electric bill. I can't thank you enough. I really appreciate it. - Beverly, Hernando County

First and foremost I want to thank you all for your time and help in making my home much more weatherized. My little house isn't much, it's not big or fancy, but it's mine and I'm proud to have it and very, very grateful. Paula, Citrus County

God bless you for being so kind and thoughtful. I appreciate all you have done! - Shirley, Hernando County



Thanks to all who helped update my home. Installing new windows has lowered my electric bill. My thanks to you all and have a great holiday season. –Henry, Volusia

Just wanted to thank everyone at Mid Florida for helping up get our weatherization completed. I know you all do a lot of good and you don't get told thank you enough. So thank you all, it was much appreciated. Keep up the good work. God Bless. –Diana, Pasco

What you have done to my house was incredible! The workers were extremely professional. I am extremely pleased and very thankful for what you have accomplished for me with my house. More senior citizens are in need of this help. - Henry, Volusia County

Thank you so much. My light bill used to run \$400, now it's down to \$150. I can see a major difference. - Mary, Volusia County

Staff Recognition

Karen Bourbonnais - Child Development Specialist, Volusia County Retires After 10 Years of Service

December 2016 marked a milestone in the life of Child Development Specialist (CDS), Karen Bourbonnais, as she retired after working with MFCS Head Start for 10 years. When Karen began working with the program she was a part of the first group of education supervisors who ultimately defined the role and responsibilities of the Child Development Specialist position. During her tenure with the program, Karen was often recognized by her colleagues as being an extremely calm individual. Even though she served as a supervisor in the program and a board member for several children's organizations, Karen often sought moments when she could spend time in classrooms working with the children. Over the years, she worked at several Head Start sites including WVEC, Osteen, Chisholm, Orange City, Deltona Lakes and Blue Lakes. On a daily basis, Karen displayed her commitment as an advocate for children and teachers. Karen is looking forward to spending time with her husband of more than 25 years, her adult children and her two young grandchildren.



Brenda Mobley - Weatherization Director, Retires after 46 Years of Service

In 1969, Brenda Mobley was hired as an Outreach Worker with MFCS. Since then, Ms. Mobley has also operated a youth program, coordinated distribution of USDA commodities in Hernando, Pasco, Marion, and Sumter counties. Through the years she also served as the Program Coordinator and, the Director of the Weatherization Assistance Program. Mid Florida Community Services would like to recognize and thank Ms. Mobley for her commitment, love and spirit of service that she brought to our agency and the community for the past 46 years. She has tirelessly served assisting low-income families in Hernando, Pasco, Sumter, Citrus and Volusia Counties. She will be dearly missed!



Betty Esser - Finance Officer, 24 Years of Service

I was born the youngest of 6 children in Greenfield, Wisconsin (a suburb of Milwaukee). My dad raised us with strong work ethics. When we were assigned a chore he would always say "if you have a job to perform, do it the best you can and give it 110%". My first job was when I was 16 working for a bakery.

In late 1985, after my father was diagnosed with terminal cancer, he asked my husband and me if we would move down to Florida and take care of my mother when he passed.

In September 1986 we arrived in Florida. My girlfriend (Peggy Emhardt) worked for Mid-Florida as the Title III Coordinator. They were looking for someone in the finance department so she told me to apply. On May 18th, 1992 I was hired. I have worked here since. A lot has changed, a lot of people have come and gone but one thing that has never changed is the great things Mid-Florida does for the people in the counties we serve. I am very proud to say I've work for Mid-Florida Community Services for close to 25 years and pray my health stays great and I can work many more.



Staff Memorials

It is with deep regret that we acknowledge the passing of the following staff members



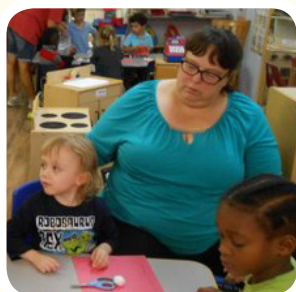
RUTH WILLIAMS began her career with Mid Florida Community Services on March 4, 1988 as a Child Care Provider for infants, babies and toddlers at the Jackson Street Center in Wildwood. After ten years, Ruth transferred to Head Start as a Teacher's Assistant. Prior to coming to Head Start, Ms. Williams was a Parent Volunteer and served on the Policy Council. During her employment, she earned her Child Development Associate, Director's Credential, and attended college working towards her AA degree. As a 28 year employee with Mid Florida Community Services, Ruth believed that her life had been enriched through being a part of an organization that empowers its staff, families, and children to become successful. Ruth Williams was a native of New York and lived in Wildwood, Florida

for many years. She worked for Mid Florida Community Services, Inc. in different positions for 28 years and was most recently a Teacher Assistant at the Bushnell site. Ms. Ruth was known for her personal philosophy regarding children. She never saw a child as having a behavior problem; she always said they just haven't had a chance to learn yet. She was a dedicated Teacher Assistant and is remembered as someone who took her responsibilities seriously.

Ms. Ruth passed away unexpectedly on Monday, November 14, 2016. Her memory will be cherished by her three children, grandchildren and a great grandchild. She will be greatly missed by friends, co-workers, the Bushnell community and the families she served.



CHRISTA MURWIN was hired in November 2012 as an administrative assistant at Head Start. She later transferred to the Community Services department at the Main office in Brooksville in the Call Center. Christa was a dedicated employee at MFCS, a devoted daughter, mother, and grandmother. She was kind hearted and had a passion for helping people. Due to her great work ethic, Christa rarely missed a day of work and quite often put the needs of others before herself. Crista passed away on April 11, 2016 and is dearly missed.



ROBIN SHAKER was employed with Mid Florida as a Family Advocate in Volusia County Head Start in September 2015. It is with much sadness we recognize the passing of Robin in August 2016. Robin is one of our success stories with her son, Dorian, as a Head Start child with us and Robin was hired as a Head Start parent. Robin was a bundle of energy and always had a smile on her face. She went above and beyond for her families and will be truly missed.

It's What We Do...



Community Services staff attended a Veterans' Benefit Resource Fair in Sumter County at the Savannah Regional Recreation Center in the Villages on Saturday, May 21, 2016, sponsored by Congressman Rich Nugent.



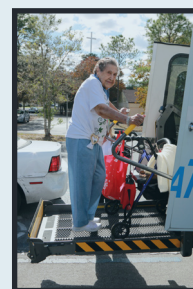
Brooksville Garden Club RSVP volunteers assisted a Habitat for Humanities homeowner with landscaping of new shrubs and mulch in October.



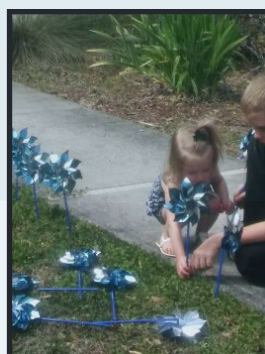
Head Start's pre-service training this year included sessions on "I Am Moving I Am Learning (IMIL)". IMIL is a nationwide program that integrates physical activity and nutrition into early childhood curriculum. The Head Start Education team learned about ways to incorporate the program into their classrooms. Mascot Choosy made a visit to the Head Start Kickoff this year to get everyone in the spirit to MOVE and LEARN!



Transporting our vulnerable community members.



And having fun ...!



Planting Pinwheels for Child Abuse Awareness Month April 2016

Financials

MID FLORIDA COMMUNITY SERVICES, INC. Statement of Financial Position All Funds - September 30, 2016

Assets	
Cash	\$1,818,247.61
Contracts Receivable	1,324,425.65
Other Receivables	282,768.43
Prepaid Expenses	4,424.82
Fixed Assets	1,345,329.30
Accumulated Depreciation	(667,387.19)
Total Assets	4,107,808.62
Liabilities and Net Assets	
Liabilities	
Accounts Payable	787,145.72
Accrued Expenses	644,290.52
Deferred Revenue	170,928.06
Total Liabilities	1,602,364.30
Net Assets - Beginning Balance	2,626,534.41
Increase (Decrease) in Net Assets	(121,090.09)
Net Assets - Fixed Assets	677,942.11
Net Assets - Unrestricted	1,827,502.21
Total Net Assets	2,505,444.32
Total Liabilities and Net Assets	\$4,107,808.62

Financials

MID FLORIDA COMMUNITY SERVICES, INC.
Statements of Activities
Fiscal Year Ending September 30, 2016

Revenues

Grants	\$19,860,028.71
Interest	4,632.90
Revenue Fees	341,455.11
Local Monies	1,470,428.26
Program Income	67,250.09
In-Kind	2,363,339.70

Increase in Unrestricted Net Assets	24,107,134.78
--------------------------------------------	----------------------

Expenses

Childhood Services	13,672,534.61
Senior Services	431,920.30
LIHEAP/Emergency	2,037,073.65
Weatherization/Energy	1,052,534.41
Transportation	717,426.50
Community Services	1,093,424.27
General Administrative	1,336,031.13

Decrease in Unrestricted Net Assets	24,228,224.87
--------------------------------------------	----------------------

Net Decrease in Unrestricted Net Assets	(121,080.09)
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Net Assets, Beginning	2,626,534.41
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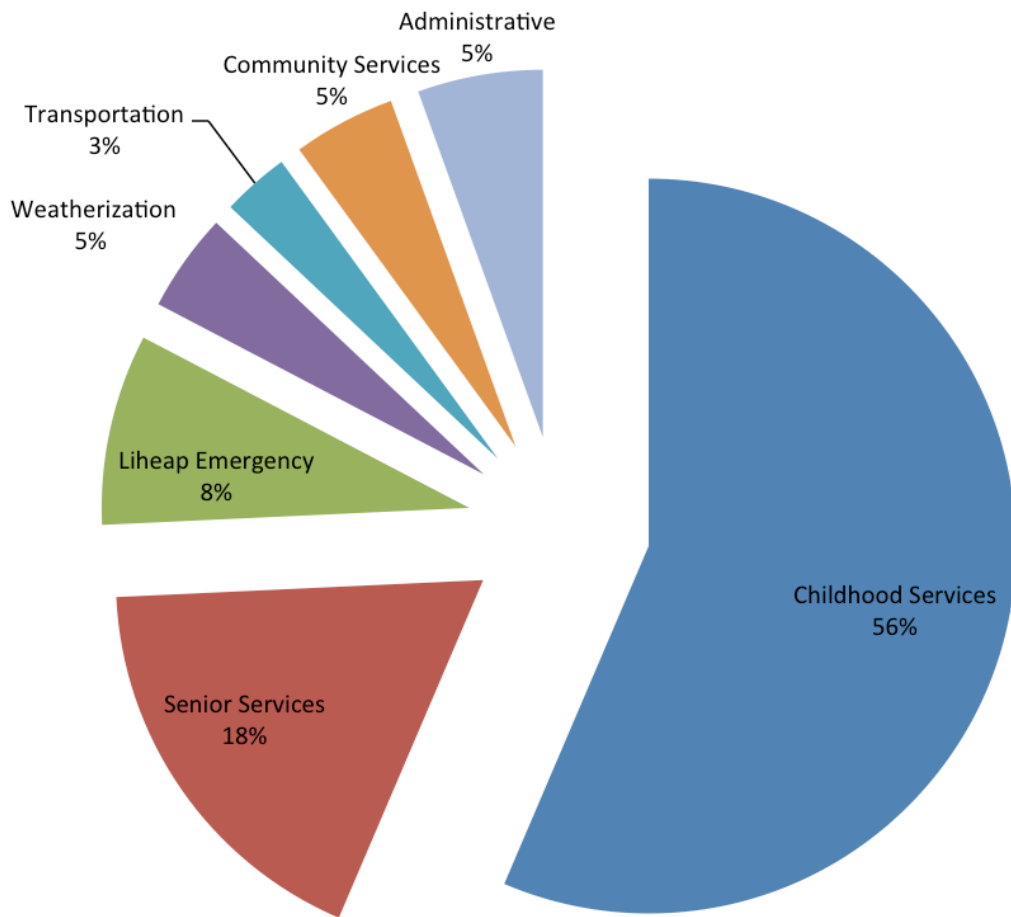
Net Assets, Ending	<u>\$2,505,444.32</u>
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MID FLORIDA COMMUNITY SERVICES, INC.

Service Area Percentages

September 30, 2016

Service Area Percentages



Thank You Partners and Sponsors

FUNDING AGENCIES

Meals on Wheels of America
Department of Elder Affairs
Department of Health and Human Services
Elder Options
Florida Commission for the Transportation
Disadvantaged
Florida Department of Economic Opportunity -
DEO
Florida Department of Transportation (FDOT)
Florida Network of Children's Advocacy Centers
National Children's Alliance (NCA)
Office for Victims of Crime
Senior Corps RSVP
Sumter Board of County Commissioners BOCC
United Way of Hernando County
United Way of Pasco County
Wells Fargo Bank

Corporate and Civic Sponsors/Partners

DEX Imaging
Duke Energy
Enterprise Fleet Management
Florida Power and Light
General Federation of Women's Clubs (FGFWC)
Kiwanis of Brooksville Ridge
Kiwanis Club of the Adventure Coast
LassiterWare
Sun Trust Bank
The Museum of Art Deland - Arts on the Grow
The Hogan Law Firm
United Way of Volusia & Flagler Counties
Reading Pals
WREC, Inc.

Businesses and Organizations

Ackley Dental Group, Hernando
Addome Bella Salon
Ashley Hofecker
AT & T
Basket Brigade of Volusia County
Bayfront Health Brooksville/Spring Hill
Beacon Theate
Bobby Meadows Printing, Hernando
Capelli Salon
Carter, Clendenin, and Foreman, PLLC
Cemex
Centennial Bank, Hernando
Central Florida Zoological Park
Christian Church of Deleon Springs
City of Brooksville, Hernando
City of Bushnell, Sumter
City of DeLand Fire Department
City of DeLand Police Department
City of Sumterville, Sumter
City of Wildwood, Sumter

Clerk of Circuit Court, Hernando
Coastal Carpet Systems, Hernando
Cupcake Heaven
D'Lites Emporium
Davinity Med Spa, Hernando
Daytona Beach Fire Department
Daytona State College Nursing Students
Debbie Hovey
Deleon Springs Baptist Church
Deleon Springs Community Association
Deleon Springs Lions Club
Deleon Springs Rotary Club
Denture Care Center LLC
Diane Rowden
Dianne Greer
Dillard's
Dr. Doug and Sandy Roth
First Baptist Church Deland
First Baptist Church of Daytona Beach
Florida Cracker Kitchen
Florida Department of Children and Families
Florida Department of Health Hernando County

Thank You Partners and Sponsors

Businesses and Organizations (Cont.)

Florida Department of Health Volusia County
Florida Farm to School, Farm to Community,
Family Nutrition Program at UF/IFAS Extension
Gold & Diamond Source
Goodwill
Groveland Community Center, Lake
Guardian Ad'Litem Program, Hernando
Habitat for Humanity
Heidi Coykendall
Hernando Christian Academy
Hernando Health Care Foundation
Home Depot
Home Instead Senior Care
Hyslop & Greenfelder, PA, Attorneys at Law
Jericho Road Ministries, Inc.
Kohl's
Lake County Elder Affairs Council
Lakeshore
Lowe's
May Designs
Meals on Wheels of America
Molina Healthcare
Mrs. Doris McWilliams
Oak Hill Hospital, Pediatric Emergency Care
Center, Hernando
Otter Box

Pasco-Hernando State College
People Helping People
Port Orange Fire Department
Publix Super Markets Charities
Representative Blaise Ingoglia and Julie Ingoglia
Republic Services
Rick Matthews Buick GMC
Rotary Club of Brooksville
Russels Pool Center
Sonny's Barbeque Restaurant Spring Hill
South Lake Presbyterian Church - Clermont
Stetson Baptist Church
Stetson University
Tampa Bay Lightning
Terlep Chiropractic, Hernando
The Bridge Club of Holly Hill
The Cloisters of Deland
The Day Law Office
The Daytona Metropolitan Bridge Club
Tinari Chiropractic
Tracie Maler Group, Keller Williams Realty
Umatilla Community Center, Lake
Union Congregational Church -Tavares, Lake
Universal Studios
V.R. Pediatrics, Dr. V. Rodriquez, III
Women's Lions Club





The Promise of Community Action

Community Action changes peoples lives,
embodies the spirit of hope,
improves communities and
makes America a better place to live.
We care about the entire community, and
we are dedicated to helping people
help themselves and each other.