

Mid Florida Community Services, Inc. MID FLORIDA COMMUNITY SERVICES, INC. Melping People. Changing Lives. Mid Florida Community Services, Inc. Annual Report 2016-17



www.mfcs.us.com

820 Kennedy Blvd | Brooksville FL 34601| (352)796-1425



The Management Team

Michael J. Georgini, CCAP CHIEF EXECUTIVE OFFICER

Kris J. Bates, CPA, CGMA CHIEF FINANCE OFFICER

> Mathew Kline, M.A. CHIEF OPERATING OFFICER

Sherry Meikrantz, PHR HUMAN RESOURCE DIRECTOR

Serrena Serrano Community Services Director

Heidi L. Rand Early Learning Program Director Steve Homan Senior Services Director

Karen Schulz Weatherization Program Director

Janine Hammett, RN, S.A.N.E. CHILDREN'S ADVOCACY PROGRAM MANAGER

> Michelle Hale 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 Tommy Blackmon



Dear Friends, Community Partners and supporters. I am pleased to report that Mid Florida Community Services continues to make important strides this year to partner with other community agencies to mobilize resources, to provide support services and human services to improve self-sufficiency for both individuals and families in the communities located in our service area.

The agency's dedicated staff assisted and provided services to more than 18,800 individuals and 8,200 families in our multi county service area.

We continue to make progress toward meeting all the goals of the Pathways to Excellence program, which encompasses the very best practices in community action. Our program has continued to serve the disabled, veterans and low-income individuals and families.

Our Head Start program continues as one of the top ten programs in the country to be recognized as a Program of Excellence by the National Head Start Association.

We have begun to enroll students in the new Early Head Start program, which we believe will have a significant, positive impact on both the students and our own program.

We continue our efforts to meet our goals in our updated Strategic Plan, such as, addressing broader, more comprehensive needs of families to achieving economic stability and ultimately self-sufficiency. The program will be doing another needs assessment in 2018.

Our financial status is as good as it has been in many years.

I would like to thank all of the Board of Directors, Policy Council, Community Partnerships, Mid Florida Community Services Staff and our supporters for the hard work they have provided to allow us to help our clients all year.

Tommy Blackmon, ESQ. Board Chair



Letter from the CEO Michael J. Georgini

Last year was no different than previous years, bringing forth new challenges and change.

We are in the process of doing a new Needs Assessment, which will provide us with new comprehensive needs. We will adjust the Strategic Plan accordingly.

Patricia Keelean is no longer with the agency. She accepted a CEO position in Santa Barbara, CA with an agency much the same size as Mid Florida Community Services, Inc. We appreciate all of the hard work she put forth in this company. Mat Kline, former Senior Services Director, is her replacement as Chief Operating Officer.

We are in the process of certifying nine (9) ROMA Trainers within the company. This is a first in this management style. Mat Kline is overseeing this process.

Kris Bates, CFO, is still in the process of refinancing our loans and continues to produce excellent audits with no findings.

Heidi Rand, Director of Early Learning Programs has opened most of the Early Head Start classrooms with much success. Heidi continues to operate a Program of Excellence with a great team; Amy Thomas, Deputy Director of Children's Services; Carol Coffie, Deputy Director of Program Services; and Jeff Heyne, Quality Assurance Manager.

Sherry Meikrantz, Human Resources Director, continues to provide the H.R. expertise needed to keep all regulations in order.

Steve Homan, our new Senior Services Director, is continuing the transition into Polk County.

Janine Hammett, CAC Program Manager, is doing an excellent job in our new CAC building.

Karen Schulz, Weatherization Director, is operating one of the best, if not the best, Weatherization programs in the State.

We are excited about our new transit program, Veterans Transportation. Michelle Hale, Transportation Coordinator, came up with the idea for Trans Hernando to provide rides for our veterans and their spouse for one dollar. State enhancement money was used to offset the cost.

So you can see, we are very busy pursuing and addressing the Vision and Values of Community Action with the mission in mind to make the agency stronger and more efficient in providing the direct services and advocacy to address the needs of the low-income community.

Michael J. Georgini, CCAP Chief Executive Officer

"We make a living by what we get, but we make a life by what we give"

Winston Churchill



Back Row (left to right): George Wanberg - Client Sector, Lake County; Christine Norris - Public Sector, Sumter County; Tracey Ramirez - Private Sector, Pasco/ Hernando Counties; Aaron Lyon - Private Sector, Pasco/Hernando Counties; Donna Maas - Client Sector, Volusia County; Steve Champion - Public Sector, Hernando County; Board Chair, Tommy Blackmon - Client Sector, Hernando County; (Left front) Ida Smith - Client Sector, Hernando County; Board Vice-Chair Doug Childers - Private Sector, Sumter County; Doris McWilliams - Public Sector, Volusia County. Not pictured: Secretary/Treasurer, Jannene Norman-Vacha - Private Sector, Hernando County; William Kleinsorge - Public Sector, Sumter County; Brenda Gause - Private Sector, Pasco/Hernando Counties; Evone Jackson - Client Sector, Sumter County; and Natasha Martin - Public Sector, Pasco County.

Board of Directors



Board Chair **Tommy Blackmon** *Client Sector*



Board Vice-Chair Doug Childers Private Sector



Secretary/Treasurer Jennene Norman-Vacha Private Sector



MFCS Board members and staff at the Grand Opening of the New Children's Advocacy Center of Hernando County

Year in Review Highlights

Children's Advocacy Center Grand Opening in April 2017

The Children's Advocacy Center moved to a newly remodeled 3,000 square foot building at 711 Benton Avenue, Brooksville. The new center allows for much needed additional space to house the various members of the Child Protection Team and local assisting agencies.

Community Services addition of a Veterans Case Manager

In line with MFCS's Strategic Plan, in April 2017 the Community Services department added a Veteran Case Manager to the staff to address the growing needs of our veterans.

Trans Hernando extended transportation hours and incorporated a \$1.00 veteran ride program, which has increased veteran ridership by 300%.

Community Services New Hudson Office August 2017

The Community Services LIHEAP office moved from Spring Hill to their new Hudson Office.

Award of Early Head Start Funding for 2017-18

This funding provides for the addition of classes for ages 0 - 2 in Hernando and Volusia Counties.

Children's Advocacy Center Purse Bingo Fund-raiser September 2017

The 4th Annual Purse Bingo fund-raiser was a success again, raising close to \$30,000.

ROMA Certified Trainers

Members of MFCS staff have been working towards achieving ROMA Certified Trainer status, a highly sought out certification in Community Action.

Initiated transition of Polk County Senior Services and Senior Connection Center, Inc.

MFCS Senior Services has been coordinating with Polk County to assume the management and oversight of the Older American Act (OAA) title III Nutritional Services effective January 1, 2018.







Children's Advocacy Center Purse Bingo Fund Raiser



Pedro Verge, Case Manager for Special Population Veterans attending the Veteran Services Fair and College Open House at Pasco Hernando State College North Campus. (Pictured with Marty Monegro Local Veteran Employment Representative at Career Source)



COMMUNITY SERVICES

SUMMARY OF SERVICES

- COMMUNITY SERVICES BLOCK GRANT (CSBG)
- FAMILY SELF-SUFFICIENCY PROGRAM (FSSP) •
- LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
- **EMERGENCY HOME ENERGY ASSISTANCE FOR THE ELDERLY (EHEAEP)**
- VETERAN'S PROGRAM CASE MANAGEMENT SERVICES

STATS

- 16 Individuals completed a GED
- 21 Individuals completed an AA, **BA Degree or Technical Training**
- 74 Individuals obtained a job
- 15 Individuals secured a "Living Wage" job



Strategic Plan Update:

New This Year

VETERANS

CASE MANAGER



Changing Lives.



Latoya first came to Mid Florida Community Services on October 3, 2016. She was employed parttime and attending classes at Rasmussen College to become a Registered Nurse. Latoya was accepted into our Family Self-Sufficiency Program and received assistance with tuition, the application and background screening for the NCLEX Exam, and state exam fees. Latoya passed the NCLEX Exam and in March 2017, started a full-time job with benefits as a Registered Nurse!



COMMUNITY IMPACT:

5,001 HOUSEHOLDS RECEIVED ENERGY ASSISTANCE to restore or prevent their electricity from being disconnected

1,064 HOUSEHOLDS RECEIVED EMERGENCY FOOD ASSISTANCE

222 HOUSEHOLDS RECEIVED EMERGENCY

ASSISTANCE for rent/mortgage, car repairs, temporary shelter or medical care

Ana Maria is a single mother of two children, working part-time. Ana Maria was accepted into the Family Self-Sufficiency Program on October 04, 2016. Mid Florida Community Services assisted Ana Maria with tuition for the Phlebotomy Program. Through hard work and dedication, on March 03, 2017 she received her Phlebotomy Technician Diploma.

HEAD START & EARLY HEAD START

SUMMARY OF SERVICES

- LANGUAGE AND LITERACY
- SOCIAL AND EMOTIONAL DEVELOPMENT
- Approaches to Learning
- **P**HYSICAL AND **H**EALTH **D**EVELOPMENT
- COGNITIVE AND GENERAL DEVELOPMENT



Who We Served: 42% Hispanic 29% African American 23% White 5% Biracial 1% Other

92% of children received dental exams

100% received medical exams **S**TATS

There were 1,025 families served

and 1,105 children

13% have disabilities

7 languages are spoken

3% of families served were homeless

3% of children served were in foster care

Changing Lives.

Success story with James Norton

Several years ago James Norton's wife, Eden, overheard someone talking about the local Head Start program and was interested in getting involved. Eden called and received more information, applied, and her child was accepted and enrolled.

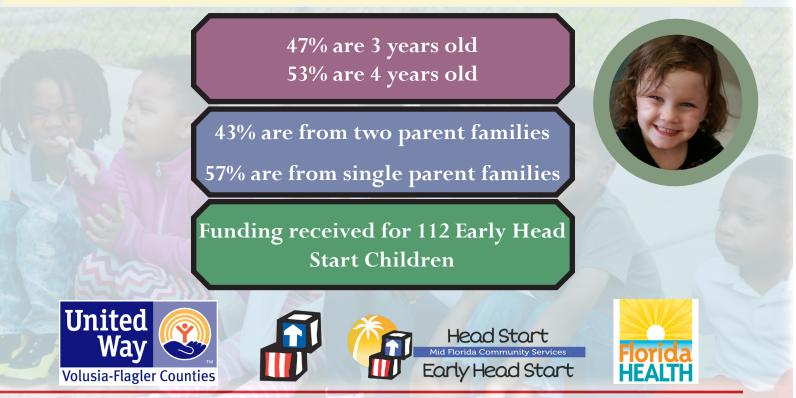
Since then, James and Eden have now had 3 of their children in the Head Start program. One of their children is still attending Head Start at our Malloy center in Volusia. James has been a very involved parent during his children's time at Head Start and he has been an active member of the Policy Council. He was president of the school for two years, and attended every parent engagement activity and field trip.

Unfortunately, James is no longer able to attend so many meetings and be as involved, however; it is for a very good reason. James has recently received a promotion and is currently a Manager at Denny's in Deland. James received his first job in the food industry at Bob Evans working as a busser. He then went on to become a cook after a few years of hard work. He has also spent time as a chef at the prison and served time in the Army.



James enjoys his job because he likes having the opportunity to make people happy. James says if he could offer any advice to any other Head Start parents who are wanting to be promoted to management, he would say, "Don't give up! You don't always make it your first run around but keep your chin up."

James is happy for the ways in which Head Start has helped look after his children. He says that the way the Family Advocates have taken care of his sick children and going out of their way to assist them, has really touched his family. It is through the continual support in the Head Start community that he feels he has been helped to embrace his new position.



SENIOR SERVICES

SUMMARY OF SERVICES

- COMMUNITY CARE FOR THE ELDERLY
- Home Care for the Elderly
- ALZHEIMER'S DISEASE INITIATIVE
- MEALS ON WHEELS
- Congregate Meal Sites
- **R**ESPITE CARE
- PERSONAL CARE
- HOMEMAKER SERVICES
- PETS ON WHEELS
- ADULT DAY CARE
- Emergency Alert Response
- **Telephone Reassurance**

COMMUNITY IMPACT AT A GLANCE:

CASE MANAGEMENT/NUTRITION

- Over 2,000 Seniors Served
- **Over 10,000** telephone reassurance calls
- Over 25,000 emergency response alerts managed
- **Over 95,000** congregate meals served to more than 900 clients
- Over 115,000 home delivered meals served to nearly 500 homebound seniors
- **Over 18,000** rides provided to meal sites

Changing Lives.



Ms. Martha is 96 and was at risk of nursing home placement. She is a twin who grew up on a farm in Illinois. Being an independent person, she went to college, then worked as a receptionist for the Governor. Ms. Martha was also a dancer and danced with the theater. Ms. Martha has a dog that is her pride and joy, which she would not be able to take with her if she was placed in a nursing home.

Ms. Martha is very satisfied with the services she receives through Mid- Florida Community Services, she loves her case manager and her aide. She is glad to have MFCS assistance which enables her to stay in her home.

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.)

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.

ALZHEIMER 'S DISEASE INITIATIVE (ADI)

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

127 TOTAL VOLUNTEERS 1,549 TOTAL VOLUNTEER HOURS 2,563 LBS OF PET FOOD DELIVERED

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.



CHILDREN'S ADVOCACY CENTER

SUMMARY OF SERVICES

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:

792 Children and non-offending caregivers were seen in 2016-17 for the following reasons:

- VICTIMS OF SEXUAL ABUSE
- VICTIMS OF PHYSICAL INJURY
- VICTIMS OF NEGLECT
- VICTIMS OF HUMAN TRAFFICKING
- WITNESSES TO DOMESTIC VIOLENCE
- Drug Endangered Children
- Exposure to Pornography
- CHILD DEATH

Florida Office of Attorney General









Changing Lives.

A child told her school resource officer that her father was sexually abusing her and that she had evidence to prove it. They called the Sheriff's Office Major Crimes division and a detective arranged to have the child immediately brought to the Children's Advocacy Center for evidence collection. After the interview, law enforcement issued a warrant for the father. Dad committed suicide.

Our therapist was sent that evening to the child's foster care placement site to break the news to her. The therapist was immediately able to provide trauma focused therapy and deescalate any suicidal ideations. This built a rapport between the therapist and the victim, who is doing very well despite the circumstances. She comes to therapy weekly, is attending school, and has mostly good days versus bad days.



TOGETHER WE CAN MAKE A DIFFERENCE!



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



New CAC Building Grand Opening



The Children's Advocacy Center of Hernando County (CAC) held their 4th Annual Designer Purse Bingo on Friday, September 22, 2017. Tickets sold out more than three weeks ahead of the big event with almost 400 people in attendance including our very own board members. A total of \$29,780 was raised!

TRANSPORTATION SERVICES

SUMMARY OF SERVICES

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



COMMUNITY IMPACT:

STATS

17,671 NUMBER OF TRIPS PROVIDED

162,217 TOTAL MILES

1,094 UNDUPLICATED CONSUMERS SERVED

Since implementation of our Veteran Program, we have transported 50 different Veterans and their spouses on almost 900 rides in the first 4 months.





VETERAN SUCCESS STORY John

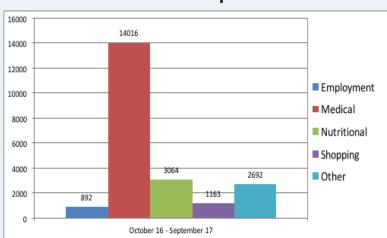
John is a 96-year-old widower and service veteran who has been riding with us every Tuesday, for banking and shopping, since 2002. This year he sent each member of our team an early Christmas card, "in the event he would not make it to the year-end holiday". In his words, he "will never forget how our team put a halt to him crossing the busy and often dangerous highway (Cortez Blvd) after finishing his banking in order to shop on the other side of the road". John thinks of each of our team members as family and appreciates their continued care and concern.

Changing Lives.



Mid Florida Community Services, Inc. and Trans Hernando proudly support our Veterans.

Beginning in June 2017, Trans Hernando started offering rides to our Veteran's and their spouses for only \$1.00 each way. Since implementing this program, we have seen a 300% increase in Veteran Rides. Together with our expanded hours, this reduction in fare helps our Veterans get to medical appointments, shopping, banking, the pharmacy, and all other life sustaining appointments.



Breakdown of Trips Provided



WEATHERIZATION SERVICES

SUMMARY OF SERVICES

The Weatherization Assistance Program 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 lowincome homeowners, with priority given to those who are 60 years or older, families with disabilities, and/or families with children 12 years and younger.



136 TOTAL HOMES WEATHERIZED

- 4 HOMES IN SUMTER COUNTY
- **16 HOMES IN CITRUS COUNTY**
- 24 Homes in Hernando County
- 46 HOMES IN PASCO COUNTY
- 46 HOMES IN VOLUSIA COUNTY









in Florida

Appreciative Clients:

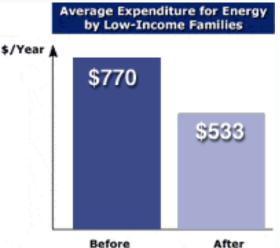
I am overwhelmed by the gifts I'm going to receive. My gratitude is to God for these blessings. Thank you for being so loving and caring, while doing your job. You did more than just doing your job! - Pam

We can't thank you all enough! It was a long wait, but worth it! We're still in awe from it all! The workers, contractors, inspector and office staff are truly the Best! - Helen

Thank you for all your understanding and help. You have a great service. – Nanette

I want to thank everyone involved in the Weatherization program for everything that has been done for me. When I first heard about the program, I thought I might possibly be able to get some help with my front windows that have been in such bad shape. I never dreamed you would replace them and so much more. This has been a true answer to prayer. I also want to commend the inspector, the contractor, and each and every one of the workers and delivery men who had a part in the work at my home. They were all very professional and kind to me. You have assembled a great team! - Diana

Changing Lives.



Before Weatherization

After Weatherization



Karen Schulz, MFCSWeatherization Director and Jeff Baker, Community Relations Manager, Duke Energy South Coastal

Duke Energy recognizes Mid Florida Community Services, Inc. as an energy efficiency partner dedicated to helping their community reduce energy usage and costs through participation in the neighborhood energy saver program -July 17, 2017.

STAFF RECOGNITION



Retiree Veronica Agle, *Community Services Director*

After retiring from a County position in Michigan, Ms. Agle was hired at MFCS in January 2011. She retired from the agency in August 2017 to spend time with her family.

Veronica will be well remembered for her lively spirit and infectious laughter.



Retiree Jan Malik, *Transportation Director*

Jan Malik was employed with MFCS in the Transportation Department since January 2000, first as an office clerk, then Assistant Transportation Coordinator and then as the Transportation Coordinator.

Jan retired in April 2017 to spend time with her family.



Tammy Herring in Recognition of 20 Years of Service

Prior to being employed at Head Start I was a parent volunteer for 3 years. I served 3 years as Policy Council Representative and two time Parent of the Year. In October 1997 after my children went to elementary school, I became employed as a teacher's assistant at Hence Street Head Start located in Wildwood. In 2001 I was transferred to the center in Bushnell where I continue to teach. Head Start has allowed me the chance to further my education through obtaining my Associate and Bachelor degrees in Early Childhood Education. Being a Head Start teacher is not just my career, it's my opportunity to impact the future.





FALL HARVEST FUN 'PETER PAN' Theme

The staff enjoyed hosting the Moton Head Start Children





FINANCIALS

Mid Florida Community Services, Inc.

Statements of Activities Fiscal Year Ending September 30, 2017

Revenues	
Grants	\$ 20,636,686
Interest	\$ 4,645
Revenue Fees	\$ 263,618
Local Monies	\$ 1,435,057
Program Income	\$ 111,446
In-Kind	\$ 2,462,692

Increase in Unrestricted Net Assets	\$	24,914,144
Expenses		
Early Childhood	\$	13,892,127
Senior Services	\$	4,687,554
LIHEAP/Emergency Assistance	\$	1,918,021
Weatherization/Energy Conservation	\$	948,899
Transportation	\$	744,255
Community Services	\$	1,084,441
General and Administration	\$	1,372,962
Decrease in Unrestricted Net Assets	\$	24,648,259
Net Increase (Decrease) in Unrestricted Net Assets	\$	265,885
Net Assets, Beginning	\$	2,505,444
	- T	

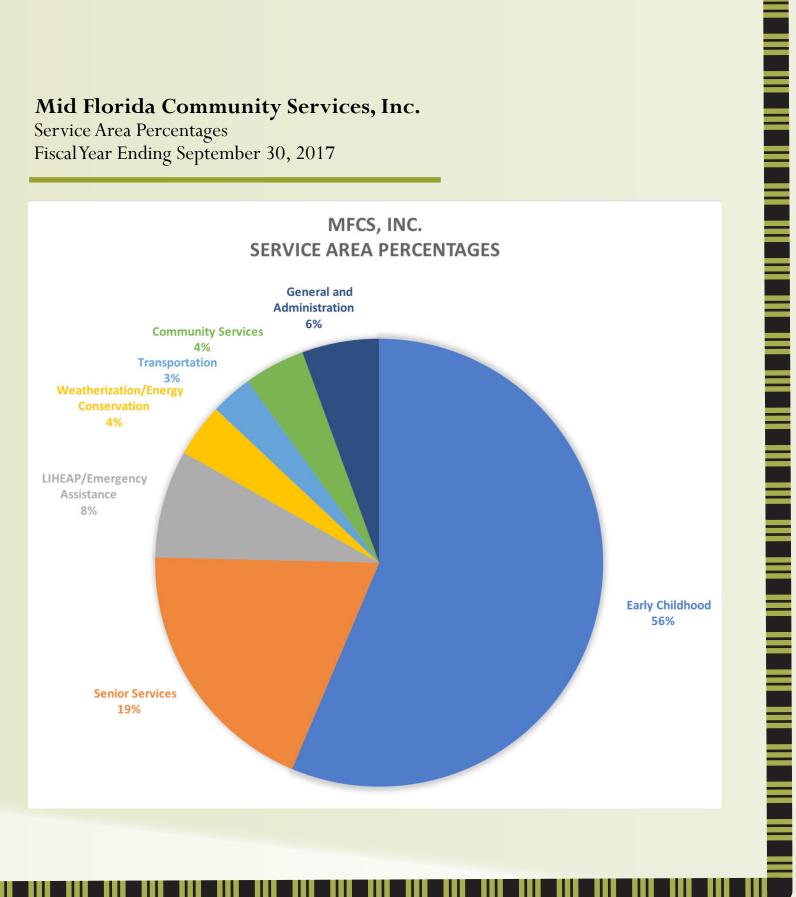
Net Assets, Ending \$

2,771,329

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Mid Florida Community Services, Inc.

Service Area Percentages Fiscal Year Ending September 30, 2017



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THANK YOU TO OUR 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 (FNCAC)** National Children's Alliance (NCA) **Office for Victims of Crime** Senior Corps RSVP Senior Connection Center, Inc. Sumter Board of County Commissioners **United Way of Volusia-Flagler Counties** 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** The Rotary Club of Brooksville Sun Trust Bank The Museum of Art Deland - Arts on the Grow The Hogan Law Firm **Reading Pals** WREC, Inc.



BUSINESSES AND ORGANIZATIONS

AT & T

Bayfront Health Brooksville/Spring Hill Bobby Meadows Printing, Hernando Bridge Club of Holly Hill Carter, Clendenin, and Foreman, PLLC 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 **Daytona Beach Fire Department** Daytona State College Nursing Students The Cloisters of Deland First Baptist church of Daytona Beach Florida Farm to School Family nutrition program at UF/IFAS Florida Department of Children and Families Florida Department of Health Hernando County Florida Department of Health Volusia County Florida Farm to School, Farm to Community, Family Nutrition Program at UF/IFAS Extension Groveland Community Center, Lake Hernando Health Care Foundation Home Instead Senior Care Hyslop & Greenfelder, PA, Attorneys at Law Lake County Elder Affairs Council Mrs. Doris McWilliams **Oak Hill Hospital, Pediatric Emergency Care** Center, Hernando **Port Orange Fire Department Publix Super Markets Charities Representative Blaise Ingoglia and Julie Ingoglia Rick Matthews Buick GMC** South Lake Presbyterian Church - Clermont **Stetson University Terlep Chiropractic, Hernando** The Day Law Office **Tinari Chiropractic** Tracie Maler Group, Keller Williams Realty Umatilla Community Center, Lake Union Congregational Church - Tavares, Lake



