



# Mid Florida Community Services, Inc.

## ANNUAL REPORT

### Fiscal Year 2019-20

MID FLORIDA  
COMMUNITY SERVICES, INC.

Helping People. Changing Lives.

**community  
Action**  
PARTNERSHIP  
AMERICA'S POVERTY FIGHTING NETWORK

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# **THE MISSION OF MID FLORIDA COMMUNITY SERVICES, INC.**



To strengthen partnerships, mobilize resources, and provide integrated services that promote self-sufficiency for individuals and families in the communities in which they live.

Mid Florida Community Services, Inc., envisions our community working together to reduce poverty. Individuals and families are empowered, strengthened, have sufficient money for food and housing; they can meet their own needs by utilizing their talents, potential and passions.

All sectors within the communities we serve are engaged, including low-income populations, and play an active role in reducing poverty and helping low-income individuals and families become fully self-sufficient. Mid Florida Community Services, Inc., is a leader, advocate, and voice for low-income individuals and families.

# A Letter from the Governing Board Chair



Dear Friends, Community Partners, and Supporters:  
We continue to offer programs and services which meet the needs of our clients such as: transportation, weatherization, early education, healthcare and nutritional services for seniors, employment assistance and job training, as well as utility assistance.

Due to the COVID-19 pandemic, the U.S. Congress passed the CARES Act. This Act increased funding at many different levels in the country and, as a result of this increased funding, our financial position is at its best for many years. Our customer satisfaction rate is over 95%, and our transportation program has an approximate 99% on-time performance rate.

The Head Start program is still recognized as a *Program of Excellence* by the National Head Start Association. Less than 1% of the Head Start programs nationally receive this distinguished status. Due to the regulatory history with the U.S. Department of Health and Human Services our Head Start program will not have to compete with other applicants for their new Head Start grant.

Our Family Self-Sufficiency Program helped a total of 37 clients for the time period of July through September 2020.

From June 2020 through August 2020 our Low-Income Home Energy Assistance Program assisted 1,412 families with benefits.

As of this time, our programs have provided services to 26,215 individuals and 10,525 families.

Due to COVID-19, our Senior Services Program in Lake County delivered 10,300 meals in March and increased to delivering 31,700 meals in July. Hernando County delivered 5,700 meals during March, increasing to 15,200 meals in July. Sumter County delivered 3,600 meals in March, increasing to 6,800 meals in July. Polk County delivered 34,091 meals in March, increasing to 47,944 meals in July.

For the time period of October 1, 2019, through September 30, 2020, the Children's Advocacy Center served 695 clients and provided more than 8,290 services.

The Chinsegut Hill Retreat and Conference Center transition has been completed. We have arranged a partnership with the Hernando County Board of County Commissioners to co-administer the Chinsegut Hill Retreat and Conference Center and the Chinsegut Hill Historic Site with The Tampa Bay History Center. We are responsible for managing the newly-remodeled conference center, kitchen and dining hall, and the seven fully-furnished cottages, each with four bedrooms, private baths, kitchen, and common seating area. The Tampa Bay History Center is responsible for managing the manor house museum, and providing tours of the manor house.

In closing, I would like to thank all the staff of Mid Florida Community Services, Inc., Policy Council, Community Partners, the Board of Directors, and all of our supporters for their hard work and assistance.

Tommy Blackmon  
Board Chair

# A Letter from the CEO

As I look back over the past six months, dealing with COVID-19 has not been easy for Mid Florida Community Services, Inc. ("MFCS"). But during this time, MFCS was able to step up and provide essential services in the community touching so many more lives in need. It's hard to count the numbers.

For instance, we were serving 19,000 meals to the elderly every week, and by using local restaurants to help provide those meals kept many small businesses functioning.

I appreciate the Board's support in all our efforts. I most definitely appreciate our staff stepping up to the plate to make things happen, never forgetting the mission of Community Action. They have learned well what this agency is all about.

This will be my last letter as CEO. My retirement brings some sadness, but the sadness is overshadowed by much joy in knowing that Mat Kline and staff will continue to promote the vision and values of MFCS.

It has been good. I leave you with a stanza from Robert Frost's poem, *Stopping By Woods on a Snowy Evening*.

The woods are lovely, dark and deep,  
But I have promises to keep,  
And miles to go before I sleep,  
And miles to go before I sleep.

Robert Frost  
- pub 1923

Thank you with all my heart.  
Love,

*Michael J. Georgini*





# YEAR IN REVIEW

- From October 1, 2019, through September 30, 2020, MFCS served 26,215 individuals and 10,525 families.
- Partner agencies give MFCS a **100% strong partnership rating**.
- The overall agency customer satisfaction rating is 95%.
- 95% of MFCS' funding goes directly to programs.
- MFCS entered into a partnership agreement with the Hernando County Board of County Commissioners to operate the Chinsegut Hill Retreat and Conference Center.
- MFCS continues to be a leader, advocate, and voice for clients.

## COVID-19 SNAPSHOT

The Senior Services Program created the Restaurant Initiative Program in June **in response to COVID-19**, and partnered with local restaurants in order to serve more meals to hungry, low-income seniors over the age of 60 who were in need or homebound because of COVID-19. As a result of the pandemic, the number of meals provided to seniors doubled.

The Children's Advocacy Center was unable to host their annual Designer Purse Bingo Fundraiser **due to COVID-19 restrictions**. But, after some creative thinking, the CAC presented its first annual *Designer Purse Raffle*, which raised \$17,000!

The Community Services Program developed a phone scheduling tool, an online scheduling tool, and an online application to better reach and serve clients in times of need, especially pertaining to **COVID-19**.

**In response to COVID-19**, Head Start/Early Head Start implemented new systems and methods to accommodate each of the service areas offered in their program. For example, virtual learning options were developed; updated health and safety protocols were followed; and, nutritional and essential needs of children and families were met through the use of a drive-thru service delivery approach.

# Strategic Plan Goals

## Goal 1

Enhance and improve job/employment opportunities and self-sufficiency for the low-income and vulnerable populations by increasing educational levels and the obtainment of job skills, abilities, and knowledge.

## Goal 2

Enhance and improve the health and wellness within communities for the low-income and vulnerable individuals and families of the MFCS service area.

## Goal 3

Enhance and improve safe, stable, and affordable housing opportunities for the low-income and vulnerable individuals and families of the MFCS service area.

## Goal 4

Actively advocate on behalf of low-income and vulnerable individuals, families, and communities.

## Goal 5

Strengthen the Agency's ability to manage and improve its financial capacity needed to achieve Agency priorities and future service demands.



# Our Programs

Serving Citrus, Hernando,  
Lake, Sumter, Pasco, Polk,  
and Volusia Counties

Children's Advocacy Center  
of Hernando County

Chinsegut Hill Retreat and  
Conference Center

Community Services

Head Start & Early Head Start

Senior Services

Transportation Services

Weatherization Assistance



*Helping People.  
Changing Lives.*

**Since 1968**





# Real People ... Real Impact

“Thank you for everything you have done for me. If it wasn’t for you I probably wouldn’t be where I am now - I would probably be lost inside my own mind. I appreciate how you took the time to let me open [up] and give me a chance to be understood about my feelings.” -CAC therapy client

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“I recommend this place for anyone having any kind of party. I’m so glad Mid Florida Community Services is preserving Chinsegut Hill. It’s a really nice place.” -Patti

“If you love nature and hiking, this place is a must - it really shows the history of Florida.” -Jerri Sue, regarding Chinsegut Hill Retreat and Conference Center

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Darnell came to Mid Florida Community Services, Inc., while he was working as a Licensed Practical Nurse, and looking to further his education. He enrolled in Pasco Hernando State College for the Registered Nursing Program and, through support services, Mid Florida Community Services, Inc., assisted Darnell with tuition, supplies, and financial planning. Darnell successfully completed the RN program and graduated in May 2020, took the state nursing exam, and received his multistate RN License in July 2020.

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Recently, a Head Start parent had been going through hard times, and expressed her struggles to Family Advocate Lynda Kersey. Lynda stepped into action to identify ways to help this family, and Head Start was able to provide essentials - like food, diapers, and clothing - to the parent and her children. However, the giving didn’t stop there! Through a community partnership with the Spring Hill branch of the Suncoast Credit Union and Big Lots, this Head Start parent received assistance to purchase a new bed for her children since they’d been sleeping on mattresses on the floor. Through donations collected by staff at Suncoast Credit Union, and a discount from Big Lots, this parent was able to purchase the bed with minimal out-of-pocket expenses.

# Children's Advocacy Center of Hernando County



The Children's Advocacy Center of Hernando County (CAC) provides a child-friendly, safe, supportive environment for assisting abused and neglected children and the non-offending family members. The CAC brings together the Department of Children and Families, the Hernando County Sheriff's Office, the State Attorney's Office, the University of Florida Child Protection Team, mental health providers, and victim advocates. Together, with these partnerships, the CAC coordinates the investigations and services of this multidisciplinary team. The CAC also provides free counseling to child victims who have been sexually or physically abused. Therapists are committed to helping these victims heal and help restore lost childhoods.

## Community Impact

From October 1, 2019, through September 30, 2020, the CAC **served 695 clients**, and **provided more than 8,290 services**.

Those services included: case management, crisis intervention, follow-up, forensic interviews, individual advocacy, information on victim's rights, victim's compensation assistance, medical exams, personal advocacy, specialized interviews with caregivers and adults, multidisciplinary team staffings, and individual therapy.

Over the past year, the CAC **provided therapy to 266 children** who have been sexually abused. Those children **attended 5,113 sessions**.



Florida Office of  
Attorney General

# Chinsegut Hill Retreat and Conference Center



Chinsegut Hill Retreat and Conference Center is a distinctive meeting and event location in North Brooksville. In partnership with the Hernando County Board of County Commission, Mid Florida Community Services, Inc., operates the retreat and conference center, dining hall, caretaker's house, and cottages. The facilities will be used for events such as retreats, lodging, weddings, trainings, and conferences.

Revenue generated from the Chinsegut Hill Retreat and Conference Center will be used to supplement funding to Mid Florida Community Services, Inc., programs and services that address issues and concerns being experienced locally, especially pertaining to vulnerable citizens.

## Program Accomplishments

### Capital Improvements Completed

Conference Room Renovations	\$26,996.22
Dining Hall Renovations	\$18,038.70
Caretaker Residence Renovations	\$15,740.13
Paving Improvements	\$17,300.00
Outdoor Staircase Improvements	\$4,100.00
Outhouse Renovations	\$31,569.15
Conference Room AC Replacement	\$3,050.68
Cottage Renovations	\$17,719.35

**\$134,514.23**



Chinsegut Hill Retreat and Conference Center was awarded with **ConventionSouth's 2020 Readers' Choice Award!**

Since March property caretakers have **performed more than 1,250 service hours** in maintaining the 115-acre property.

# Community Services Program

The Community Services Program assists low-income individuals and families by assisting with education, training, testing, energy payments, and rent/mortgage assistance through our:

- Community Services Block Grant (CSBG);
- Family Self-Sufficiency Program;
- Low-Income Home Energy Assistance Program (LIHEAP); and,
- Emergency Home Energy Assistance for the Elderly Program (EHEAEP).

The Community Services Program operates programs in Hernando, Sumter, Pasco, Lake, and Citrus Counties.

## Community Impact

From October 1, 2019, through September 30, 2020:

- **10,166 households** received energy assistance to restore or prevent their electricity from being disconnected;
- **1,318 households** received emergency assistance for rent/mortgage, car repairs, temporary shelter, or medical care;
- **16 individuals** completed an AA degree program, BA degree program, or technical training program; and,
- **51 individuals** secured a “living wage” job.

In July 2020 the Community Services Program **moved their office location from Hudson to New Port Richey** in order to better serve clients in that area and eliminate the need for them to travel across Pasco County to receive services.





# Head Start and Early Head Start



Head Start/Early Head Start provides multiple services to infants, toddlers, pre-school-aged children, pregnant women, and their families including:

- Giving quality, early childhood education to children ages 0-5 in family-friendly centers;
- Working with families to encourage school readiness and self-sufficiency; and,
- Providing Head Start/Early Head Start children and their families with health education.

The Head Start/Early Head Start Program operates in Hernando, Sumter, and Volusia Counties.

## Community Impact

### Demographics

#### *Early Head Start I/II*

Hispanic: 65%  
African American: 79%  
White: 86%  
Biracial: 31%

#### *Head Start*

Hispanic: 38%  
African American 34%  
White: 54%  
Biracial: 11%

### Data and Statistics

#### *Total Families Served*

Head Start: 1,192  
Early Head Start: 411

#### *Homeless Children*

Head Start: 9%  
Early Head Start: 38%

#### *Children in Foster Care*

Head Start: 2%  
Early Head Start: 6.4%



Head Start  
Mid Florida Community Services  
Early Head Start



# Senior Services Program

The Senior Services Program offers a wide array of services designed to support seniors in their efforts to live independently in their own homes, improving their ability to function, and avoiding costly placement in long-term care facilities.

The MFCS Senior Services Program operates in Hernando, Sumter, Lake, and Polk Counties.

## Community Impact

From October 1, 2019, through September 30, 2020:

- Over **3,000** seniors were served through the Senior Services Program;
- Over **20,000** telephone reassurance calls were made;
- Over **25,000** emergency response alerts were managed;
- Over **686,000 meals** were served to hungry, low-income seniors;  
-**15,000** of these meals were provided through the Restaurant Initiative Program
- **30** total partnering agencies;
- Over **10,000** pounds of pet food was delivered through Pets on Wheels;
- Over **82,158 hours** of in-home services were provided;
- Over **200** clients received specialized medical equipment and supplies; and,
- Over **3,000 hours** of adult day care services were provided to seniors in need.



# Transportation Services

Trans Hernando is Hernando County's designated Community Transportation Coordinator. Trans Hernando provides safe, efficient, cost-effective, quality transportation services to veterans, and transportation disadvantaged citizens of Hernando County.

Trans Hernando is a shared-ride system that provides door-to-door transportation services, primarily to meet medical and nutritional need.

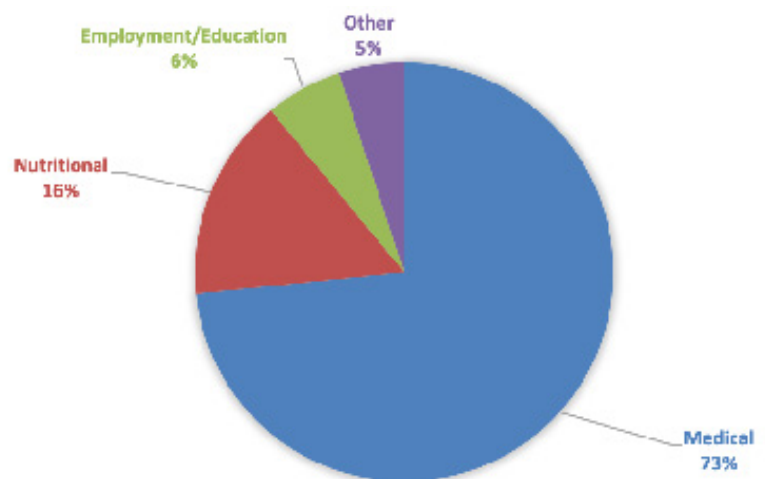
This program has an approximate 99% on-time performance rate.

## Community Impact

From October 1, 2019, through September 30, 2020:

Trans Hernando drivers have driven **166,410 miles** providing rides to **573 unduplicated clients** during **11,841 trips**.

As a result of the *Veterans Ride Program*, Trans Hernando has provided, over **3,000 trips** for our veterans, and saved them over **\$13,000** in fare box fees!



# Weatherization Assistance Program

The Weatherization Assistance Program services are designed to reduce energy costs by improving the 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.

Households that have been weatherized enjoy reduced heating and cooling costs, and can save at least \$283 per year.

The Weatherization Assistance Program operates in Hernando, Sumter, Pasco, Volusia, and Citrus Counties.

## Community Impact

From October 1, 2019, through September 30, 2020:

**67 homes were weatherized** in the following counties:

- Citrus: 9 homes
- Hernando: 8 homes
- Pasco: 19 homes
- Sumter: 2 homes
- Volusia: 29 homes

### Household Statistics:

58 residents of households that received assistance were over the age of 60; and, 40 residents of the households that received assistance were disabled.





# Real People ... Real Impact

“We can’t thank you enough for everything that was done to our home. It’s such a pleasure having exhaust fans in the bathrooms! Our home is everything to us, and the improvements were so welcome and appreciated. Lance, Karen, and Clifford Shover Builders were all great to work with.” -Roberta, regarding the Weatherization Assistance Program in Sumter County

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When Marjorie was referred to Senior Services in Polk County she wasn’t eating very much other than a sandwich at lunch time. She started receiving home-delivered meals and is now receiving a well-balanced meal every day! Marjorie “enjoys eating vegetables daily, and has a new meaning on life now that [she] has more energy and feels good!”

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“I feel very much at home every time I ride. I have met so many nice people through these years. I love going to the congregate meal site 3 times a week. I’m always on time for my medical appointments. My son Eric feels the same way when he rides. He looks forward to his trips, too. I hope your service continues for years to come.” – Nancy, regarding Trans Hernando

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# Financial Information

## Mid Florida Community Services, Inc.

### Statement of Activities

*For the Twelve Months Ending September 30, 2020*

#### Revenues:

Grants	\$ 30,656,898.79
Interest	7,336.41
Revenue Fees	121,280.73
Local	2,084,018.65
Program Income	110,115.14
InKind	4,301,699.02
<b>Total Income</b>	<b>\$37,281,348.74</b>

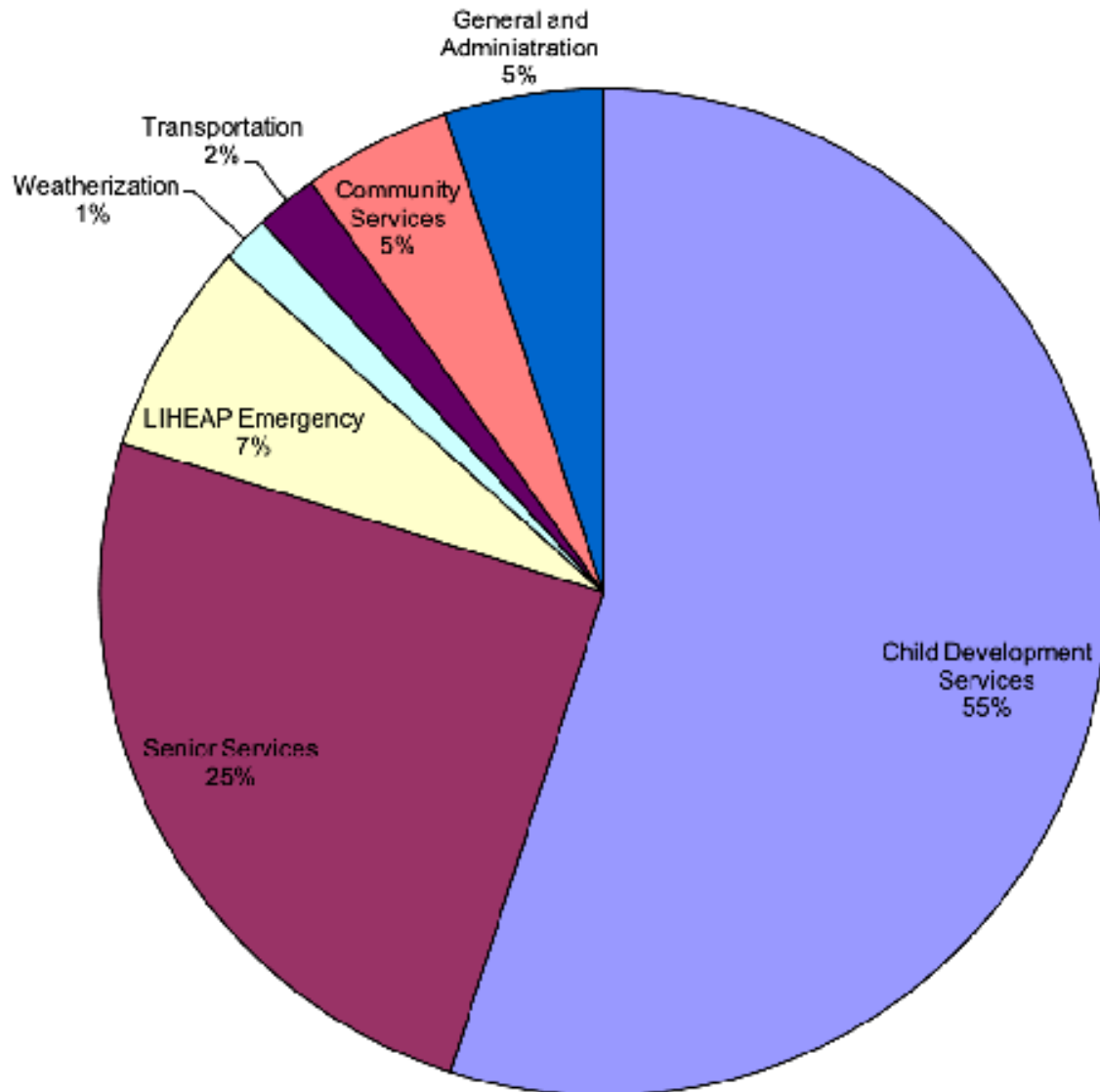
#### Expenses:

Childhood Services	\$ 19,853,056.84
Senior Services	8,985,964.89
LIHEAP/Emergency	2,470,635.40
Weatherization/Energy	556,207.50
Transportation Services	718,779.10
Community Services	1,728,232.42
General & Administrative	1,838,671.36

<b>Total Expenses and Losses</b>	<b>\$ 36,151,547.51</b>
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<b>Increase (Decrease) In Net Assets</b>	<b>\$ 1,129,801.23</b>
<b>Net Assets Beginning of Year</b>	<b>\$ 3,846,848.98</b>
<b>Net Assets September 30, 2020</b>	<b>\$ 4,976,650.21</b>

### Service Area Percentages



**Total Program Costs: \$36,151,548**

74% federal funding | 9% state funding | 17% local sources

# Management Team

**Michael J. Georgini, CCAP**

Chief Executive Officer

**Kris J. Bates, CPA, CGMA**

Chief Finance Officer

**Mathew Kline, M.A., NCRT, CCAP**

Chief Operating Officer

**Sherry Meikrantz, PHR**

Human Resource Director

**Serrena Serrano, NCRT**

Community Services Director

**Heidi L. Rand**

Early Learning Programs Director

**Steve Homan, M.A., NCRT**

Senior Services Director

**Karen Schulz, NCRT**

Weatherization Program Director

**Janine Hammett, RN, S.A.N.E.**

Children's Advocacy Center Director

**Miranda Maldonado**

Transportation Director

**Ashley Hofecker, MPA**

Community Engagement Director

**Chad Johnston, BS CIS**

IT Director

**David Grant**

Facilities Director

**Clarence Lovelace**

Facilities Director

# Governing Board

**Board Chair Tommy Blackmon**

Low-Income Sector, Hernando County

**Board Vice-Chair Doug Childers**

Private Sector, Sumter County

**Secretary/Treasurer Jennene**

**Norman-Vacha**

Private Sector, Hernando County

**Steve Champion**

Public Sector, Hernando County

**Brenda Mobley**

Low-Income Sector, Hernando County

**Tracey Ramirez**

Private Sector, Pasco/Hernando Counties

**Kim Price**

Public Sector, Pasco/Hernando Counties

**William Kleinsorge**

Public Sector, Sumter County

**Evone Jackson**

Low-Income Sector, Sumter County

**Chris Norris**

Public Sector, Sumter County

**George Wanberg**

Low-Income Sector, Lake County

**Donna Maas**

Low-Income Sector, Volusia County

**Doris McWilliams**

Public Sector, Volusia County

**Aaron Lyon**

Private Sector, Pasco/Hernando Counties

**Christina Sowers**

Private Sector, Pasco/Hernando Counties



# THANK YOU!

To our Funding Agencies, Community Partners, Sponsors, and Donors:

As a Community Action Agency, Mid Florida Community Services, Inc., is committed to the ***Promise of Community Action***: to change people's lives, embody the spirit of hope, improve communities, and make America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves, and each other, through a variety of programs and services that reach children, families, and create pathways to prosperity.

From October 1, 2019, through September 30, 2020, Mid Florida Community Services, Inc., **served 26,215 individuals and 10,525 families** by helping them become self-sufficient.

Ninety-one percent of the child sexual abuse victims we served showed a decrease in trauma and/or improvement in behavior. Over 686,000 meals were served to hungry, low-income seniors. Over 3,000 trips were provided to local veterans and their spouses needing transportation assistance, saving them \$13,000 in fare box fees. Sixty-seven homes were weatherized thus reducing energy costs by improving the energy efficiency in the home, but also increasing health factors for families.

We thank you for the support that you have shown us this year. Your support means that we can continue helping people and changing lives in the communities that we serve.

Thank you for helping us build stronger communities!

