



Mid Florida Community Services, Inc.

ANNUAL REPORT

Fiscal Year 2020-21



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 and Chief Executive Officer

Dear Friends, Community Partners, and Supporters:

This past year has been exceptionally challenging, to say the least. COVID-19 has left its mark on businesses and families across America. While it forced us to re-examine our business operations from top to bottom and make adjustments, Mid Florida Community Services, Inc., continues to remain true to its mission, and provide high-quality programs and services that meet the needs of individuals, families, and communities throughout our service region.

Due to ongoing exposures to the virus, classrooms in our Head Start/Early Head Start program were closed on a temporary basis. As a result, staff offered a virtual learning environment to ensure there was no break in the children's educational development. Additionally, "Grab-and-Go" meals were provided to ensure they continued receiving daily nutritious food in accordance with the USDA Childcare Food Program Guidelines.

Meal sites in our senior services program shut their doors in an effort to ensure the safety and well-being of our most precious population. However, all meal site participants were offered a home delivery service to ensure they didn't go hungry. Additionally, we partnered with local restaurants to provide fresh meals to some of our beloved seniors. This two-pronged approach not only benefited the client, but also aimed to bolster a struggling economy by supporting the operations of local profit-making businesses.

Our CSBG/LIHEAP programs transitioned to serving clients from an in-office setting to an online approach. We found this to be beneficial as it provided the opportunity for applications to be processed more rapidly, which enabled us to serve more people in need.

In an effort to ensure families and communities are regularly provided with information about our mission, vision, and the impacts of our services, our Community Engagement department has been very active on social media, conducting live interviews on the radio with 99.9 WXJB, and producing numerous press releases. Additionally, Community Engagement was able to secure a new partnership with Feeding Tampa Bay, which provides fresh and nutritious food via a mobile food pantry.

Unfortunately, our vision to successfully operate the Chinsegut Hill Retreat and Conference Center did not come to life as planned. If only we could have predicted a pandemic that would significantly impact the travel and lodging industry. However, we know there are great things in store on the horizon, so stay tuned.

To gain a greater understanding of the impact our programs had on individuals, families, and communities, we encourage you to review the full highlights and accomplishments represented throughout this report.

In closing, we would like to thank all the staff of Mid Florida Community Services, Inc., Head Start/Early Head Start Policy Council, Community Partners, the Board of Directors, and all our supporters for their hard work and assistance. While we have accomplished so much collectively over the past year, there is much more to be done. So, let's get to work!



Mat Kline, CCAP
Chief Executive Officer



Tommy Blackmon
Governing Board Chair

YEAR IN REVIEW

- From October 1, 2020, through September 30, 2021, MFCS served 14,767 individuals and 4,725 families.
- MFCS' Community Services program served nearly 2,000 first-time clients.
- The Senior Services program continued the Restaurant Initiative Program in order to serve more meals to hungry, low-income seniors over the age of 60.
- Trans Hernando Transportation Services continued to enhance mobility for Hernando County veterans through a partnership with Hernando County Veteran Services providing at-no-cost transportation for trips to the James A. Haley Veterans Hospital in Tampa.
- The Children's Advocacy Center of Hernando County received reaccreditation from the National Children's Alliance.
- MFCS' Head Start/Early Head Start program continues to be recognized as a ***Program of Excellence*** by the National Head Start Association.
- Partner agencies continue to give MFCS a **100% strong partnership rating**.
- The overall agency **client satisfaction rate** is 95%.

IMPACT AT-A-GLANCE

- A Hernando County Family Self-Sufficiency client was the recipient of **vehicle donation** from an anonymous donor wishing to assist a resident experiencing a transportation barrier.
- Senior Services staff prepared clients for Hurricane Season by **providing supply packages** that included: a backpack full of emergency supplies; a weather radio; a portable power station; and, a package of dry ration food.
- Head Start/Early Head Start received a national grant to provide **250 enrolled children** with weekend meal backpacks for 25 weeks.
- Through a partnership with Feeding Tampa Bay and Hernando County Parks and Recreation, MFCS distributed nearly **50,000 pounds of food** in South Brooksville.
- The Children's Advocacy Center of Hernando County hosted its 8th Annual Designer Purse Bingo event which generated **more than \$42,000!**



Real People ... Real Impact

“With the kiddos successfully enrolled in Head Start I am able to return to work. Thank you, Head Start!!”-Head Start Parent

“I am so blessed and grateful to have a safe, accessible pathway utilizing my remodeled ramp. I am able to leave my home without the fear of my wheel chair collapsing through the rotted wood.”
-Jane, Brooksville

“I’m a mom of six children, and I never truly accomplished anything. After receiving services from Head Start [for my children], I took classes for my GED and completed the requirements. I’m proud to say that I walked the stage with my children in the audience, watching me succeed and finish school. It was a great feeling to do something not only for myself, but for my family. After my GED, I decided to take it a step further and register for college. With the help of Mid Florida Community Services, I was able to receive assistance which allowed me to have the proper materials I needed to succeed in school. I completed my first semester with Honor Roll and Dean’s List.” -Head Start Parent

“MFCS made it possible for me to finish my degree in Nursing. With all of the demands of a Bachelor’s Program in Nursing, it was a huge weight off of my shoulders not having to worry about school expenses.” -Jessica, Brooksville

“I think your company saved my life and I just want to say thank you with all my heart.” -Paula, Volusia County

2021 - 2023 STRATEGIC PLAN GOALS

1

- Low-income people and communities-at-large are better engaged through communication and outreach initiatives.

2

- Improve infrastructure sustainability and diversification of resources.

3

- Low-income people and communities are healthy, self-sufficient, and are empowered to meet their own needs.

4

- Low-income people and communities have improved access to affordable housing opportunities.

5

- Low-income people and communities have improved access to safe, reliable, affordable transportation.

Our Programs

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



Children's Advocacy Center
of Hernando County

Community Services

Head Start
Early Head Start

Senior Services

Transportation Services

Weatherization Assistance



**Helping People.
Changing Lives.**

Since 1968



**Mid Florida Community Services, Inc., programs
create solutions that improve
people’s lives, homes, and communities.**

Service Area Needs

Nearly
330,000
people live in
poverty.



Affordable housing is
a critical need.

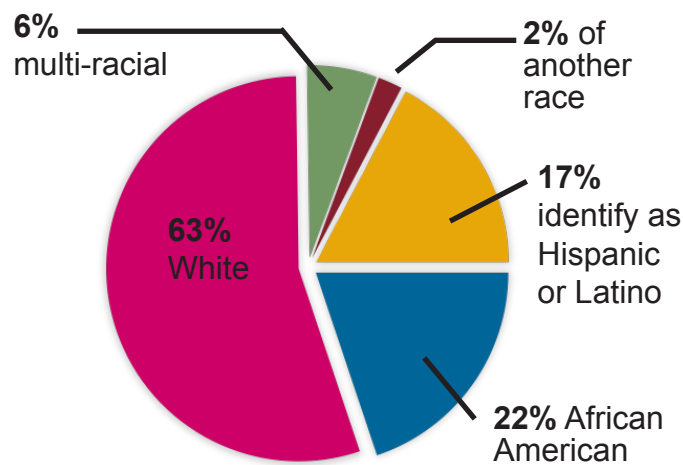
More than
90,000
children are
experiencing
food insecurity.

MFCS Reach

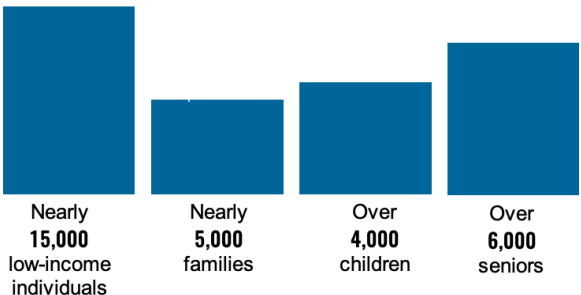


7,500 square mile service area with
a population of approximately
2.7 million residents.

Individuals who benefitted
from MFCS programs



By The Numbers: Who We Served



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, and their non-offending family members. Therapists are committed to helping these victims heal and help restore lost childhoods.

Community Impact

From October 1, 2020, through September 30, 2021, the CAC **served 679 clients** and **provided more than 9,750 services**.

Services included: trauma-focused therapy; providing information on victim's rights; conducting forensic interviews and medicals; criminal justice advocacy; providing assistance with victim compensation; assistance with school, housing, transportation, crisis intervention, and supervised visits; information on the criminal justice process; individual advocacy; multi-disciplinary team staffings; and, referrals.

Through a **one-time grant award from the Victim's of Crime Act**, the CAC was able to initiate a billboard campaign focused on raising awareness of human trafficking and sexual abuse.



Florida Office of
Attorney General

Community Engagement

The primary goals of the Community Engagement program are to develop and implement strategies for the purposes of advocacy and increasing awareness of the Agency; promoting the Agency's service delivery and its impact on communities served; and, increasing non-grant revenues through strong collaborative relationships, solicitation of donors, and special fundraising events.

The Community Engagement program serves Hernando, Sumter, Pasco, Lake, Citrus, Polk, and Volusia Counties.

Community Impact

- This year's **primary initiative** was conducting the Agency's **Community Needs Assessment**.
- Distributed 20 press releases and captured more than 10 Agency "media mentions" in local news outlets.
- Created a series of weatherization and energy efficiency videos in collaboration with I.T. and the Weatherization Assistance Program as part of Energy Awareness Month.
- Increased social media followers and reached nearly 3,000 Facebook users.
- Participated in live on-air interviews with local radio stations to raise community awareness and promote upcoming opportunities.
- Added a Community Impact Manager to aid in achieving meaningful community impact and long-term sustainability through relationships, partnership building, donor development, and the engagement of volunteers.

Resource Development

- Private donations totaled just under \$5,000
- Grants received totaled nearly \$125,000
- In-kind contributions valued at nearly \$175,000

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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, Emergency Services, Employment Support;
- Low-Income Home Energy Assistance Program (LIHEAP); and,
- Emergency Home Energy Assistance for the Elderly Program (EHEAEP).

The Community Services program serves Hernando, Sumter, Pasco, Lake, and Citrus Counties.

Community Impact

From October 1, 2020, through September 30, 2021:

- Nearly **2,000 clients** were first-time clients;
- **9,691 households** received energy assistance to restore or prevent their electricity from being disconnected;
- **346 households** received emergency assistance for rent/mortgage, car repairs, temporary shelter, or medical care; and,
- **11 individuals** completed an AA degree program, BA degree program, or technical training program.



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.

Head Start/Early Head Start serves Hernando, Sumter, and Volusia Counties.

Community Impact

From October 1, 2020, through September 30, 2021:

- **751 families** were served through Head Start and **368 families** were served through Early Head Start;
- **100 children with disabilities** received program services;
- **452 Early Head Start participants** transitioned into Head Start;
- **256 four year olds** were prepared to enter Kindergarten;
- **964 behavioral screenings** were performed;
- **1,150 enrolled children** received dental exams and/or screenings through an external provider;
- **38,868 “grab and go” meals** (including breakfast and lunch) were provided to enrolled children; and,
- **1,280 weekend meals** (including breakfast and lunch) were provided to enrolled children.



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, improve their ability to function, and avoid costly placement in long-term care facilities.

The Senior Services program serves Hernando, Sumter, Lake, and Polk Counties.

Community Impact

From October 1, 2020, through September 30, 2021:

- Over **2,500** seniors were served through the Senior Services program;
- Over **17,000** telephone reassurance calls were made;
- Over **15,000** emergency response alerts were managed;
- Over **600,000 meals** were served to hungry, low-income seniors;
 - **1,000** of these meals were provided through the Restaurant Initiative Program
- **30** total partnering agencies;
- Over **5,000** pounds of pet food was delivered through Pets on Wheels;
- Over **100,000 hours** of in-home services were provided;
- Over **200** clients received specialized medical equipment and supplies; and,
- Over **4,000 hours** of adult day care services were provided to seniors in need.



United Way of Central Florida

Department of
ELDER AFFAIRS
STATE OF FLORIDA



MEALS on WHEELS
AMERICA

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 needs.

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

Community Impact

From October 1, 2020, through September 30, 2021:

Trans Hernando drivers have driven **157,371 miles** providing rides to **570 unduplicated clients** during **10,624 trips**.

Medical trips continue to be the **primary need** of Trans Hernando riders.



As a result of the *Veterans Ride Program*, Trans Hernando has provided over **3,650 trips** for veteran riders and saved them over **\$15,000** 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 serves Hernando, Sumter, Pasco, Volusia, and Citrus Counties.

Community Impact

From October 1, 2020, through September 30, 2021:

69 homes were weatherized in the following counties:

- Citrus: 8 homes
- Hernando: 7 homes
- Pasco: 19 homes
- Sumter: 3 homes
- Volusia: 32 homes

Household Statistics and Demographics:

- 62 residents of households that received assistance were over the age of 60;
- 38 residents of the households that received assistance were disabled; and
- 8 residents that received assistance were veterans.



Human Resources

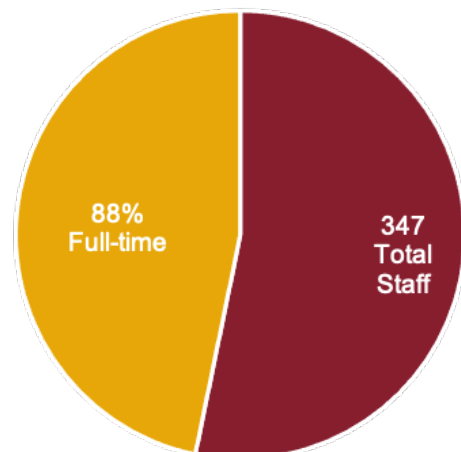
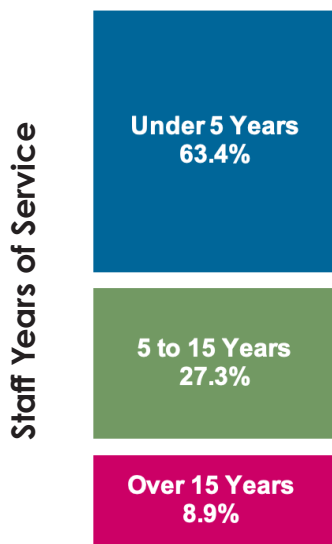
Functional areas of the MFCS Human Resources department include: staffing and workforce planning, compensation, benefit administration, labor relations, policy development, succession planning, training and development, HR system administration, and personnel management.

The Human Resources department coordinates personnel activities for a staff of over 340 employees throughout Hernando, Sumter, Pasco, Lake, Citrus, Polk, and Volusia Counties.

Agency Impact

Key areas of impact from October 1, 2020, through September 30, 2021:

- served as a first line of defense for staff in times of crises;
- embraced new technology to better serve the Agency and staff;
- lead MFCS' COVID-19 contact tracing efforts during the pandemic; and
- focused on developing a telecommuting policy to adapt to the changing needs of the workforce.



FINANCIAL INFORMATION

Mid Florida Community Services, Inc.

Statement of Activities

For the Twelve Months Ending September 30, 2021

Revenues:

Grants	\$	31,747,310
Revenue Fees		100,720
Local		2,331,019
Program Income		116,932
In-Kind		4,586,298

Total Income		\$38,882,279
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Expenses:

Childhood Services	\$	20,739,878
Senior Services		8,929,806
LIHEAP/Emergency		3,055,827
Weatherization/Energy		540,881
Transportation Services		765,251
Community Services		2,403,136
General & Administrative		1,966,919

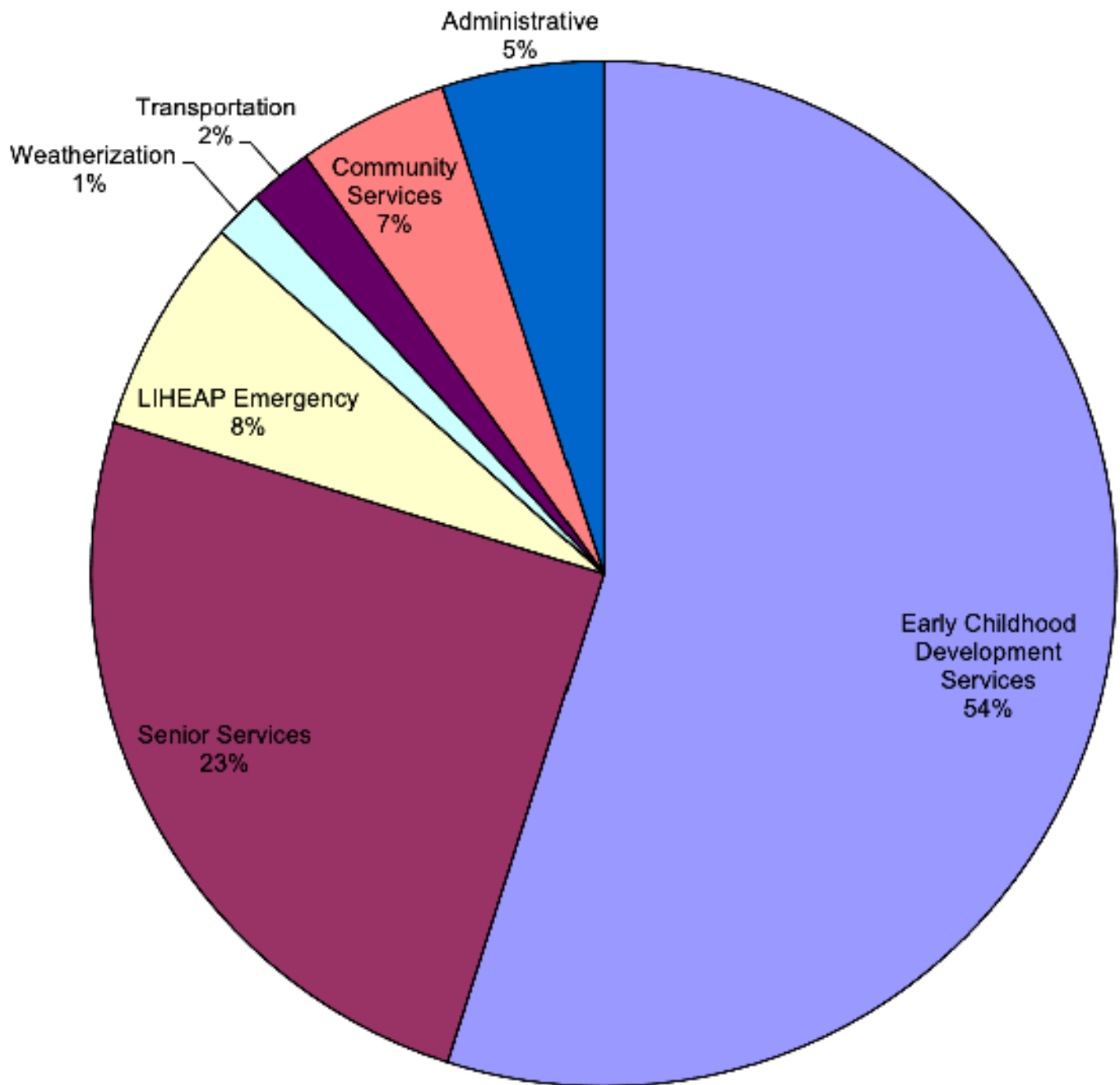
Total Expenses and Losses	\$	38,401,699
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Increase (Decrease) In Net Assets	\$	480,580
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Net Assets Beginning of Year	\$	4,976,650
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Net Assets September 30, 2021	\$	5,457,230
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SERVICE AREA PERCENTAGES



Total Program Costs: \$38,401,699

73% federal funding | 8% state funding | 19% local sources

LEADERSHIP TEAM

Mat Kline, CCAP

Chief Executive Officer

Kris J. Bates, CPA, CGMA

Chief Finance Officer

Steve Homan, CCAP

Chief Compliance Officer

Sherry Meikrantz, PHR

Human Resource Director

Serrena Serrano, NCRT

Community Services Director

Heidi L. Rand

Early Learning Programs Director

Melanie Medina

Senior Services Director

Karen Schulz, NCRT

Weatherization Program Director

Janine Kell, 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

William Kleinsorge

Public Sector, Sumter County

Evone Jackson

Low-Income Sector, Sumter County

George Wanberg

Low-Income Sector, Lake County

Donna Maas

Low-Income 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, 2020, through September 30, 2021, Mid Florida Community Services, Inc., **served 14,767 individuals and 4,725 families** by helping them become self-sufficient.

Ninety-three percent of the child sexual abuse victims we served showed a decrease in trauma and/or improvement in behavior. Over 680,000 meals were served to hungry, low-income seniors. Over 3,500 trips were provided to local veterans and their spouses needing transportation assistance, saving them \$15,000 in fare box fees. Sixty-nine homes were weatherized thus reducing energy costs by improving the energy efficiency in the home, but also increasing health factors for families. Nearly 40,000 grab-and-go meals were provided to children in our Head Start/Early Head Start program.

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!



**MID FLORIDA
COMMUNITY SERVICES, INC.**

