



Mid Florida Community Services, Inc.

ANNUAL REPORT
Fiscal Year 2021-22

**MID FLORIDA
COMMUNITY SERVICES, INC.**

Helping People. Changing Lives.
**community
Action**
PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK

A Letter from the Chief Executive Officer

2022 marked a year of transition, organizational strengthening, a return to normalcy, and new opportunities!

A positive work culture is critical to an organization's overall success. If staff feel valued, respected, and have a strong sense of well-being customers benefit as a result. My first priority as CEO was to establish a renewed focus on building a strong and thriving work culture which began with the establishment of new organizational core values. Our new values: **Teamwork, Honesty, Respect, Inclusion, Vision, Empathy, and Synergy, or THRIVES**, serve as the backbone and framework for organizational behavior. As we continue to strive on incorporating these values in our daily work practices, we will be able to more effectively serve individuals, families, and communities.

There was much relief throughout the organization as COVID-19 transitioned from the pandemic to endemic phase. While the pandemic was difficult, it provided opportunities to evaluate and strengthen practices. Organizations have been forever changed as a result; however, we have developed a new sense of normalcy. All of our programs have begun to transition back to normal operations, such as re-opening Early Head Start/Head Start classrooms and senior services meals sites. Additionally, our local transportation disadvantaged service in Hernando County returned to full capacity.

As an organization that focuses on spearheading self-sufficiency and improving the overall quality of life for individuals and families served, we are generally provided additional opportunities to serve more during a declining economy. The vast majority of our programs received a significant increase in funding, which enabled us to better serve individuals and families throughout our communities. As our partnership came to an end with Feeding Tampa Bay, a new partnership with Farm Share was developed and has allowed us to continue providing quality food more frequently through our food distribution program. Additionally, we were fortunate to add our new "House to Home" program, formerly operated by Habitat for Humanity of Hernando County. This strategic addition puts us in a better position to address a top need, affordable housing, as identified in our *2021 Community Needs Assessment*.

In closing, I would like to express my sincere gratitude to all the leadership and staff at Mid Florida Community Services for their hard work and ongoing commitment to improving the lives of individuals and families throughout our communities. Thank you Board of Directors and Head Start/Early Head Start Policy Council members for your ongoing support, guidance, and oversight. You make it possible for Mid Florida Community Services, Inc., to continue helping people and changing lives. Finally, we are most grateful to our partners, funders, and generous donors/ sponsors. It truly takes collective effort to create positive change. There is so much to get excited about headed into this next year, but unfortunately, it's too early to spill the beans. Stay tuned!



Mat Kline, CCAP
Chief Executive Officer

AGENCY IMPACT AT-A-GLANCE

- From October 1, 2021, through September 30, 2022, MFCS served **15,437 men, women, children, and seniors**, facing their own individual struggles.
- Through partnerships with Feeding Tampa Bay and Farm Share, MFCS hosted 12 community food distributions and disbursed nearly **70,000 pounds of food** to Hernando County households in need.
- Volunteers provided more than **20,000 hours** of service to MFCS programs, which is valued at almost **\$600,000!**
- Partner agencies continue to give MFCS a **100% strong partnership rating.**
- The overall **agency client satisfaction rate** is 95%.



Thriving Client Success Story

Recycled Ride Creates Brighter Road for Spring Hill Family

As a parent, Jazmine had goals for her family; and, thanks to great community partners, she was able to achieve her goal of safe, reliable transportation.

Over the last five years, Jazmine persevered when faced with many challenges. She didn't let inconsistent work hours, a series of unreliable vehicles, or financial challenges keep her from providing for her three children, who are enrolled in the MFCS Head Start/ Early Head Start program. When children are enrolled in the program our team also works with the parents to help them achieve goals they set for themselves.

Jazmine's goal was transportation, and thanks to Geico's Recycled Rides program and their partnership with Coggins Collision and Enterprise Rent-A-Car, Jazmine's parent goal came true! Jazmine received a vehicle donation to help her and her children safely get to their destinations. Jazmine will no longer have to stop and pour water into the faulty radiator of her unreliable vehicle; she won't have to use public transportation with all three children.

There are brighter roads in sight for Jazmine and her family!



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

Service Area Needs

More than
330,000
people live in
poverty.



Affordable housing is
a critical need.

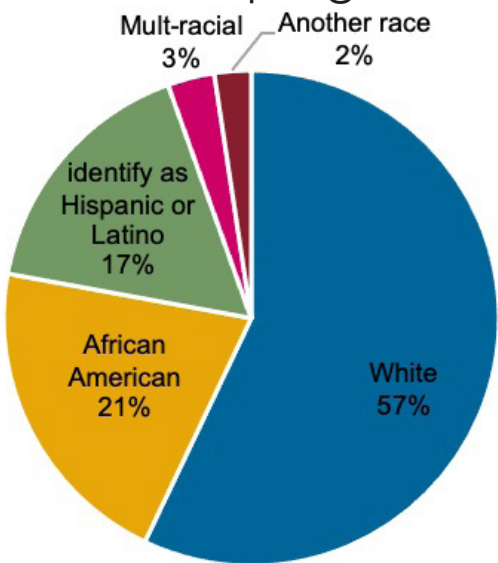
More than
90,000
children are
experiencing
food insecurity.

MFCS Reach



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

Individuals who benefitted
from MFCS programs



Other Service Area Needs



Basic needs/
crisis prevention



Food
insecurity



Transportation



Information regarding
community resources

Our Programs

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



Children's Advocacy Center
of Hernando County

Community Services

Head Start
Early Head Start

House to Home

Senior Services

Transportation Services

Weatherization Assistance



Thriving Client Success Story

Replacing Despair with Opportunity and Hope



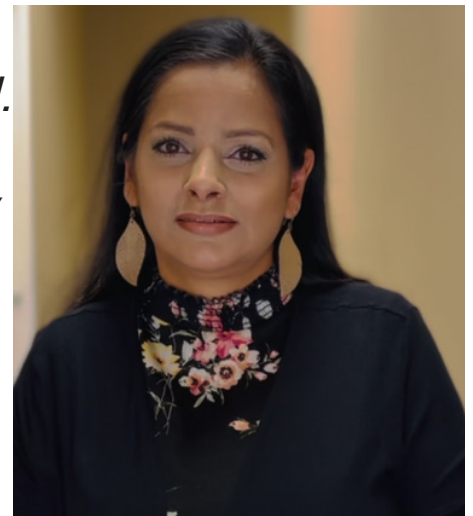
Michael, a client of our Senior Services program in Polk County, was seeking stimulation and interaction with others. He and his wife came to us for help and support, and Michael began participating in our Adult Day Care service. Here's what Michael's wife had to say about how these services helped her husband:

"Since Michael has started participating in the Adult Day Care I have noticed he is more active and happy. Michael is more social and being interactive with the others at the site."

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Madeline, a client of our Family Self Sufficiency Program in Citrus County, had a goal of becoming a licensed commercial truck driver. Here's what she had to say about how this program changed her life:

"This was an incredible blessing because we did not have the funds for me to attend school. Due to the pandemic, my family only had one income. I found myself applying for temporary government help, and decided to go back to school. I was able to obtain my CDL-A within a month and I found the job that I always wanted with full benefits and, in time, great pay. Thank you so much!"



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, through these partnerships, the CAC coordinates the investigations and services of this multidisciplinary team. The CAC also provides free trauma-focused therapy to child victims who have been sexually or physically abused. Therapists are committed to helping these victims heal and to restore lost childhoods.

Community Impact

From October 1, 2021, through September 30, 2022, **93% of the child sexual abuse victims** served showed a decrease in trauma and/or improvement in behavior.

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

In October, through a partnership with the Rotary Club of Brooksville, the CAC hosted human trafficking awareness presentations in the community. These presentations alerted parents and teens to the dangers of human trafficking, what red flags to look for, and what social media platforms are being used to recruit children.



Backed by
National Children's Alliance®
Accredited Member

Florida Office of the Attorney General

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);
- Emergency Home Energy Assistance for the Elderly Program (EHEAEP); and,
- Low-Income Household Water Assistance Program (LIHWAP).

Community Impact

From October 1, 2021, through September 30, 2022:

- **5,548 households** received energy assistance to restore or prevent their electricity from being disconnected;
- **217 households** received emergency assistance for rent/mortgage, car repairs, temporary shelter, or medical care; and,
- **77 households** received water/wastewater assistance to either restore or prevent their utilities from being disconnected.



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.

Community Impact

From October 1, 2021, through September 30, 2022:

- **239 children with disabilities** received program services;
- **296 four year olds** demonstrated skills for school readiness;
- **over 1,600 free medical and behavioral screenings** were provided to enrolled children; and,
- **More than 255,000 free meals** (including breakfast, lunch, and snacks) 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 continue to live in their own homes thereby improving their ability to function and, thus, avoiding costly placement in long-term care facilities.

Community Impact

From October 1, 2021, through September 30, 2022:

- Nearly **8,000** telephone reassurance calls were made to current clients to assess additional unmet needs;
- Over **9,600** emergency alerts were managed thereby helping to dispatch life-saving or life-sustaining services to the senior in need;
- Over **340,000 free meals** were served to support nutritional needs of hungry, low-income seniors;
- Nearly **107,000 hours** of in-home services were provided further supporting the senior in their efforts to live independently in their home;
- Over **381** clients facing financial hardship received free specialized medical equipment and supplies; and,
- Over **4,000 hours** of adult day care services were provided to support senior socialization and provide respite for their in-home caregiver(s).



United Way of Central 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.

Community Impact

From October 1, 2021, through September 30, 2022:

Medical trips continue to be the **primary need** of Trans Hernando riders. Nearly **9,000 life-sustaining trips** were provided to riders in need improving their overall health and well-being.



As a result of the *Veterans Ride Program*, Trans Hernando has provided almost **3,500 trips** for veteran riders and saved them over **\$11,000** in fare box fees!

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



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.

Community Impact

From October 1, 2021, through September 30, 2022:

74 homes were weatherized in the following counties:

- Citrus: 10 homes
- Hernando: 13 homes
- Pasco: 22 homes
- Sumter: 2 homes
- Volusia: 27 homes

Households that have been weatherized enjoy reduced heating and cooling costs, and can save at least \$283 per year. **Cumatively, these 74 homes can save at least \$20,000 per year in energy costs.**



FINANCIAL INFORMATION

Mid Florida Community Services, Inc.

Statement of Activities

For the Twelve Months Ending September 30, 2022

Revenues:

Grants	\$	29,673,832
Revenue Fees		2,106,920
Local		2,017,925
Program Income		128,325
In-Kind		4,476,858

Total Income		\$38,403,859
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Expenses:

Childhood Services	\$	19,480,057
Senior Services		7,312,291
LIHEAP/Emergency		5,369,793
Weatherization/Energy		615,793
Transportation Services		767,371
Community Services		1,550,300
General & Administrative		2,114,819

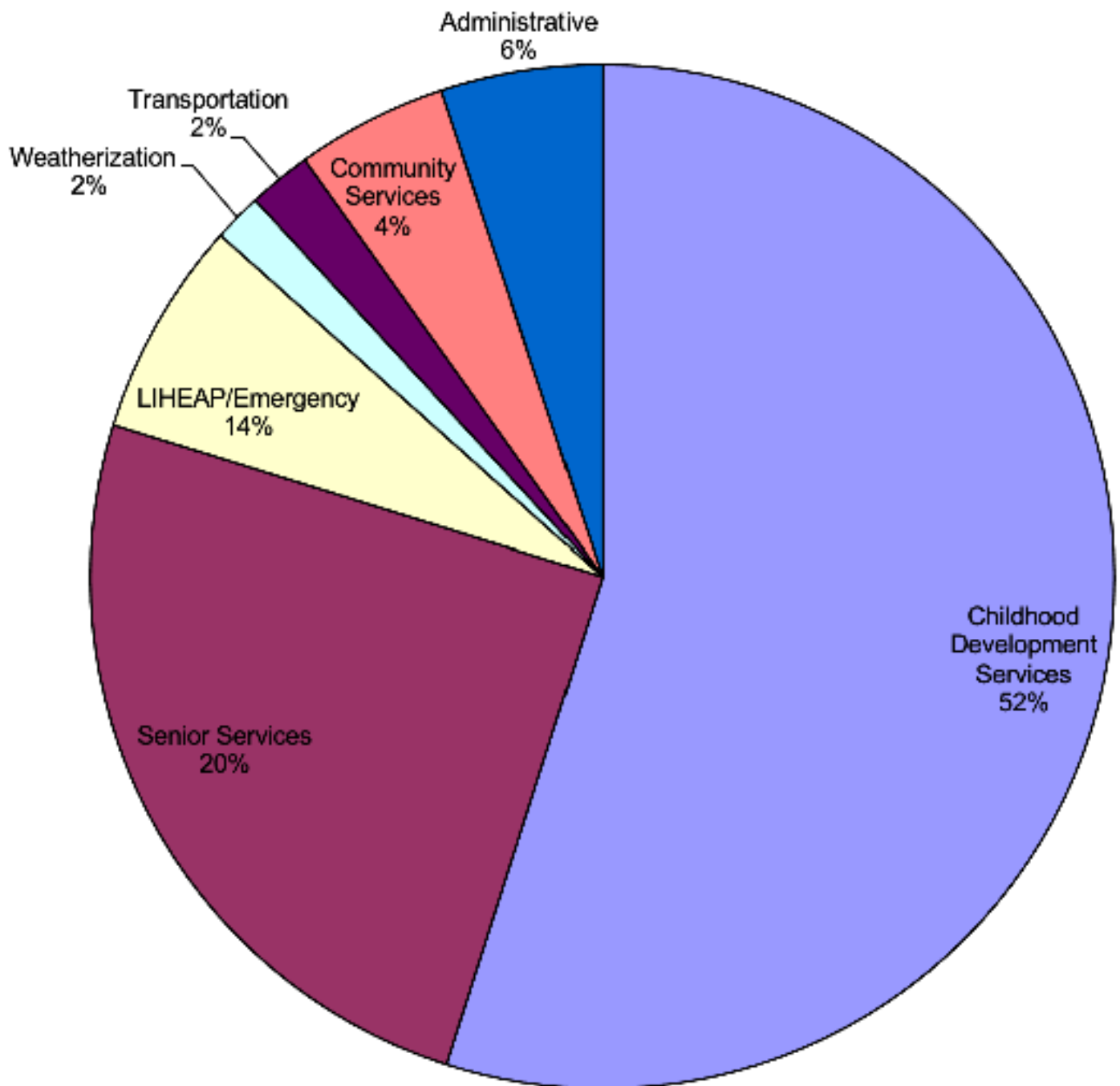
Total Expenses and Losses	\$	37,210,424
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Increase (Decrease) In Net Assets	\$	1,193,434
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Net Assets Beginning of Year	\$	5,457,230
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Net Assets September 30, 2022	\$	6,650,664
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SERVICE AREA PERCENTAGES



Total Program Costs: \$37,210,424

69% federal funding | 7% state funding | 24% 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

Tanya Hall

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

Ashley Hofecker, CCAP

Community Engagement
Director

Richard Sanvenero, Sr.

House to Home Director

Miranda Maldonado

Transportation Director

Chad Johnston, BS CIS

IT Director

David Grant

Facilities Director

Clarence Lovelace

Facilities Director

GOVERNING BOARD

Board Chair Christina Sowers

Private Sector, Pasco/Hernando
Counties

**Board Vice-Chair Steve
Champion**

Public Sector, Sumter County

**Secretary/Treasurer Jennene
Norman-Vacha**

Private Sector, Hernando County

Doug Childers

Private Sector, Sumter County

Tommy Blackmon

Low-Income Sector, Citrus/
Hernando/Sumter Counties

Brenda Mobley

Low-Income Sector, Hernando
County

Tracey Ramirez

Private Sector, Hernando
County

James Morris

Public Sector, Sumter County

Phil Lakin

Public Sector, Hernando 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

Adele Hembree

Public Sector, Citrus/Hernando
Counties

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COMMUNITY SERVICES, INC.**

