



Community and Human Services Quarterly

VOLUME 1, ISSUE 2

JULY 2017

Making our Community Stronger: One life, one home, one project at a time



Director's Note	1
Legal Aid Services—CDBG	2
Shelter Operations—ESG	2
United Cerebral Palsy- CDBG	3
Social Services	3
Focus on Safety	4
Operations Coordinators	4/5
Services for Seniors	5
County Supported Programs	6
CJMHS-DCF	6/7
Employee Corner	7
Props to the Peeps	8

Director's Note



The focus of this issue is “one life”, or the lives we touch, which is a component of our mission statement. Einstein said “Only a life lived in the service to others is worth living.” Many people have said it better than I ever will... but every day is a humbling day for me. We all have a choice about where to come to work. I’m here because I believe CHS performs essential services in our community that help keep many people from going over the edge.

Our work may go unnoticed sometimes, because it is hard to measure how the benefit of helping one individual, or one family, helps make the community stronger. But, we know what we do. We look into the eyes of those we serve every day. We see them in their homes that they

get to stay in because of our services. We see them at a pinnacle moment in their lives as they realize the American Dream of owning their own home, or at a point when we can pay their rent for a few more months. We see the children that get to walk on a sidewalk on their way to school instead of in the road. We see the focus created in communities when we help build or rebuild a community center. We see fundamental needs met such as gatherings of seniors to enjoy a nutritious meal five days a week.

I believe over the next decade, funding will be in even shorter supply, the needs will be even greater, and there will be challenging political battles. The regulations will expand and our work will be even more transparent, and the funders will be able to provide even less support. Throughout this, we will stay fo-

cused on our mission and we will still help keep people from going over the edge.

I believe in our ability to do this. Every single team member in this division brings depth, heart and tenacity to bear every single day. I believe our work will continue to better connect us to our community, to each other and to those who need and deserve our services. Most importantly, we will always draw upon our capacity to care in serving our clients and each other.



People at Risk or already Victims get Legal Services through CHS CDBG funds



Pictures from Legal Aid Website

Legal Aid Service of Collier County is a private, non-profit law firm that provides free civil legal services to Collier County residents who face matters

of life-changing significance such as victims of domestic violence, children who have been abused, neglected, or abandoned, families who are at risk of homelessness, seniors and veterans who are denied access to health care or other benefits.

Legal Aid Services of Collier County was awarded \$166,084 of CDBG funding for 2016 and 2017. They served 228 individuals the first year and currently thus far have served 112 persons in the second year.

Legal Aid also provides outreach events/seminars that promote community safety through education. Legal Aid conducted three seminars in the first year of their award.

During the second year, to date, they have hosted one seminar where they provided information and resources to 41 individuals.

Rosa Munoz is the Grant Coordinator and Jose Alvarado is the accountant.

Preventing Homelessness one Family at a Time with CHS ESG Funds

CHS receives funding from the U.S. Department of Housing and Urban Development (HUD) to administer the Emergency Grant Solutions (ESG) Program. The ESG Program provides funding for a variety of activities, including Street Outreach, Homelessness Prevention, Rapid Re-housing, Data Collection and Emergency Shelter Operations.

CHS currently administers the Homelessness Prevention and Rapid Re-housing Programs. During 2016, CHS provided rental assistance to 22 households. In 2017, to date, 15 households have received assistance.

CHS also provides funding to the Hunger & Homeless Coalition of Collier County for HMIS Data Collection. "The Collier County Continuum of Care, lead by The Hunger and

Homeless Coalition, is able to provide the community a comprehensive database for its partners because of the funding that is provided by the "ESG program", Christine Welton, Executive Director. On the night of January 26, 2017 the annual Point-in-Time Count was conducted. On that night, 621 persons in Collier were sleeping in a place not meant for human habitation or living in a temporary shelter.

The third program element is Shelter Operations. The Shelter for Abused Women & Children is the recipient of these funds. Shelter Operation activities are designed to increase the quantity and quality of temporary shelters provided to homeless people through the renovation of existing shelters or for the conversion of buildings to shelters, paying

for the operation of shelters and providing essential services. Eligible costs include maintenance, rent, security, equipment, utilities, food, and supplies necessary for the operations of the emergency shelter.

The Shelter for Abused Women & Children operates Collier County's only domestic violence shelter and provides outreach services, training and education throughout Collier County.

Jody Paley, Grant Coordinator and Leslie Davis, accountant spearhead this program.



Need a Ride? CDBG Funds Provide Transportation for Adult Disabled Collier Residents



United Cerebral Palsy (UCP) has served 10 individuals with disabilities with their 2016 grant funds. They received \$23,000 in Community Development Block Grant funds (CDBG) for FY 2016-2017. UCP is providing much needed transportation for those individuals participating in the Adult Day Training Program (ADT). UCP, through CDBG funds, transports these individuals to and from their homes.

By providing a ride for them the ride time is cut from 2.5 hours to a 1- 1.5 hour ride. Because the ride provided through UCP is free of charge, the individuals have a little more income to meet basic needs like food, clothing and shelter.

UCP also provides transportation to outings in the community, which many of them may never have had this opportunity to attend without CDBG funds allowing them to access vital life skills.

CDBG Funds have enriched the lives of many individuals.

Rosa Munoz is the Grant Coordinator and Leslie Davis is the accountant.



A Full Life Cycle of Programs: County Sponsored Social Services



Burial and Cremation Services

A little known fact is that we provide burial and cremation services.

Recently, the County provided a burial at the Sarasota National Cemetery for a local Veteran. CHS partnered with the VA to provide a casket and burial service.

CHS Social Services, under FL Statute, provides financial assistance for cremations for

unclaimed or indigent persons who perish in the confines of Collier County. For these services, the county partners with Gendron Funeral & Cremation Services, Inc. In rare circumstances we also provide burials.

In 2016, CHS provided financial assistance for 55 cremations and 3 burials. County burials are at Lake Trafford Cemetery in Immokalee.

Temporary Shelter and Medical Assistance

Collier residents who are temporarily disabled, have been denied services at other agencies and cannot pay their rent can apply to receive up to \$850 per month for up to three months per calendar year.

Recently, CHS was able to assist a local young woman who was receiving assistance for cancer treatments and unable to work. CHS covered her rent for three months.

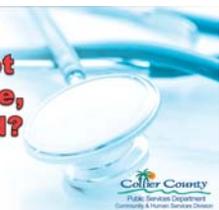
Our case managers are Marco Chouinard and Zena Sellers. Ana Diaz is the fiscal technician.

To apply for Collier's Social Services program call (239) 252-2273.

To further market our medical and prescription services, we now advertise on the CAT buses.

Do you need medical assistance and do not have health insurance, Medicare or Medicaid?

Call (239) 252-2273



Focus on Safety– Be Prepared!

Collier County Community and Human Services is focused on all aspects of safety. Each month our team is educated on a new safety topic. Sharing this information with our partners and the community is important to us.

Hurricanes

Hurricane Season runs from June 1 to November 30 and can be a very stressful time for all Floridians.

According to FEMA, there are three steps to ensure residents are prepared for an emergency situation: get a kit, make a plan, and be informed.

Get a Kit: Consider what you need to make it on your own for at least three days. Think first about water, food, and clean air and then think about what will make you comforta-

ble. Items such as prescriptions, first aid kits, weather radio, toiletries, flashlight, batteries and important family documents are all things to have on hand.



Make a Plan: Make a plan and write it down in advance. Create a support network by identifying who will assist you, what modes of transportation you will use, how you will communicate, and where you might evacuate to. Share your plan with your support network.

Be Informed: It is also imperative to stay informed about what is happening and what types of emergencies are likely to affect your community.

For high-risk individuals that may need assistance Collier County staff's a Special Needs Shelter (SpNS). The SpNS is for persons who have a medical or physical need that may require assistance during an evacuation and sheltering situation. Transportation is also available if individuals need a ride.

For registration information, contact 239-252-3624 or visit collierem.org

Thank you to the Florida Department of Health for providing Hurricane Preparedness information.

CHS Operations Coordinators Make it All Happen!



From left to right: Barbetta, Michelle & Wendy

Our Community and Human Services Department is supported by three Operations Coordinators. In honor of the recent Administrative Professionals Day, we would like to recognize our amazing employees for their contributions to our workplace!

Barbetta Hutchinson Barbetta's work in CHS is very different each day. She assists the Director by arranging travel, ordering supplies, booking conference rooms, maintaining our building space and preparing informational packets for the Community Housing Plan Stakeholder Committee. She is also our official event planner! Barbetta does the initial intake for our ESG Rental Program. "There is nothing more rewarding than being able to provide a way to prevent someone from being evicted from their home or to work with local landlords to find a

permanent home for someone who is in desperate need. I have held many positions throughout my life and it wasn't until I came to CHS that I finally felt I was home. I love my job!"

Wendy Klopf Wendy works in the Grant Compliance Unit (GCU) and has the ability to see the results of the funding and accomplishments that CHS provides to our non-profit partners. The GCU makes sure funds are being spent according to the grantor agency guidelines and reviews the accomplishments and outcomes of the projects in order to enhance the community.

Cont'd from page 4

Due to Wendy's long term relationship with CHS she is able to provide detailed knowledge of programs and projects completed and give background information to staff if needed. "Being able to work independently and work on different projects throughout the year is the fun part of my job. Every day it's something different and keeps my mind hopping, but at the end of the day I still hope that what we do has made a difference in someone's life for the better."

Michelle Rubbo Michelle assists the grant coordinators and Federal/State Manager on a daily basis. Michelle's general duties include scheduling meetings, ordering supplies, preparing minutes, scheduling travel and providing overall support to the Grant Coordinators and Managers. "I enjoy working at CHS because the people that I work with are a diverse and interesting group and everyone gets along very well and works as a team."

People really seem to care about each other. The most interesting thing about my job is that although my general duties do not change that much, there is always something new to learn and that helps challenge me."



CHS Provides Critical Disaster Support to Seniors



Designed to help seniors age in place by staying in their home longer, the Seniors Program has been providing services to approximately 600 individuals annually for the past 30 years.

This past spring, parts of Collier County were under mandatory evacuation due to the 7,000+ acres of wildfires. Vehicles and homes were damaged and at one point, the mandatory evacuation zone included over 6,000 structures. In addition to our local fire departments, the National Guard was deployed to assist

in mitigating this massive wildfire. During this disaster, our Services for Seniors program staff assisted an elderly couple who were residing in Noah's Landing Apartments. Community and Human Services, the Florida Department of Health and Collier Emergency Management worked together to place the couple at an assisted living facility. The couple's dog was cared for at Collier Domestic Animal Services.

Another concern for seniors is hurricane season. CHS works closely with Collier County Emergency Management to maintain an accurate and updated Special Needs Registry for residents who will need assistance if there is a mandatory evacuation. During this time Collier County residents will be assisted with transportation and temporary living accommodations at the activated shelter.

CHS has an active roster of bilingual employees who volunteer at the special needs phone bank 24/7 during a hurricane or disaster.

This program is funded through Area Agency on Aging, OAA, CCE, ADI and HCE Funds.

Our case managers who work hand in hand with our seniors are Debbi Maxon, Carlton Bronson and Ivonne Garcia. Lori Blanco, Grant Support Specialist and Dory Carrillo, accountant completes the team.



Back left to right: Debbi, Carlton and Lori
Front left to right: Dory and Ivonne

County Government Important Part of Service Network

Collier County has identified issues in our community related to mental health, substance abuse and child abuse.

On June 6, 2017, Collier County held a mental health and substance abuse workshop. The focus of the workshop included an overview of the current impact of mental health and substance abuse on the system, and areas of prevention and partnership. Commissioners and community leaders agreed to continue the focus and increase the discussion on our communities need for services, funding, data collection and grant development. Collier County's focus on mental health, substance abuse and social services is evident in the County's ongoing commitment to fund our state mandated contracts. These contracts fund two local social ser-

vice agencies; the David Lawrence and the Child Advocacy Center. Both are required by the state of Florida to be supported with county general funds. The funds that support the David Lawrence Center support the Baker Act Receiving Facility in addition to a wide array of other services. DLC is the only clinical Baker Act Receiving Facility for Collier County. Adults and children who may be in danger of harming themselves or others can be admitted under the Baker Act law. Referrals can come from parents, law enforcement, local hospitals, physicians and other concerned parties. David Lawrence Center served 5,565 adults and 1,961 children during the past year.

The funds to support the Child



Advocacy Center are used to support the Medical Examination Program. The funds provide medical examination and medical records reviews for children who are the victims of abuse or neglect and who have been referred by the Florida Department of Children and Families, Child Protective Investigator. During the past year, 231 medical examinations and/or record reviews were conducted.

Lisa Carr is the Grant Coordinator and Maggie Lopez is the accountant.

State and Local Leaders Band Together to keep People out of Jail who need Treatment Services



In 2007, the Florida Legislature created the Criminal Justice, Mental Health, Substance Abuse (CJMHA) Reinvestment Act and Grant Program within the Department of Children & Families. The current three year grant award began July 1, 2014 and ended June 30, 2017. The grant is designed to work with individuals who have mental health, substance abuse issues or both and who are at risk or have al-

ready entered the criminal justice system. The program trains law enforcement officers how to handle complex situations with the target population. Adults were chosen as the target population due to the overwhelming number of individuals in our jail with mental illnesses and the need to train more officers in CIT to provide diversion strategies and options other than incarceration. The goal of the program is to demonstrate that an investment in diversion and treatment will result in reduced demand on the local criminal justice resources while producing better outcomes for the target population.

To execute grant activities, the county oversees three subrecipients. Members of the FIRST

team include: David Lawrence Center, Collier County Sheriff's Office/Armor Correctional Health Services and NAMI of Collier County. The David Lawrence Center hosts a Centralized Assessment Center (CAC) and provides screenings 24/7 on a walk in basis. The CAC has enhanced the efficiency and effectiveness of CIT officers seeking to divert individuals from arrest, incarceration, or prosecution. The FIRST team has provided a coordinated jail reintegration team to arrestees with mental illnesses and substance abuse problems in order to decrease the



Cont'd from page 6

likelihood of re-arrest. The Life Skills Coach assists clients with job applications, housing, shopping, and linking with services. NAMI's Peer Specialist provides resource coordination, supported employment, motivational interviewing, supported housing, group counseling, and assistance with the attainment of disability benefits.

"Providing needed services to aid stability at a very difficult time also assists them in re-

maining stable in the community and engage in acceptable services and employment. Having someone there to assist you the day you walk out of jail has made all the difference in the world to this population.", Beverly Belli, David Lawrence Center.

For the past three years, the FIRST team has not only met, but exceeded the required service target numbers. During the three year period, FIRST services were delivered to 331 clients; The Centralized Assessment

Center screened 11,553 clients for possible FIRST referrals; and 249 officers completed CIT Training.

Collier County was awarded another three year grant which begins July 1, 2017.

Rachel Brandhorst, Grant Coordinator and Blanca Aquino-Luque, accountant, spearheaded this project.

Employee Corner



On March 30, 2017, Kristi Sonntag and Lisa Carr were honored for their service to the citizens of Collier County.

Kristi is the manager of Federal and State Grant Operations. Kristi and her team manage over \$20 million in funding. She joined Collier County in 2012 after 17 years with the State of Florida. Kristi finds her job "fulfilling, rewarding and challenging." Congratulations on five years of service!

Lisa Carr has served the County for 10 years and during this time she has served as a Housing Counselor/Educator and as a Grant Coordinator for



our Seniors Program. Lisa was recently promoted to the SHIP Senior Grant Coordinator. Prior to joining the County, Lisa worked as a realtor and in the banking industry for 10+ years. We congratulate Lisa on her years of service and her recent promotion.



Ana Diaz was recently promoted to Accounting Technician. Ana has been with the County for 15 years, and continues to show her value to our division every day by keeping many balls in the air. "I have worked in this department for almost 10 years. I like to work in this department because we are helping the most fragile community in Collier County. I like to work in the finance section because I enjoy the diverse work. I also like to help my co-

workers by checking on the status of their work and processing payments in a timely manner."

Welcome to our team, Susan Golden! Susan works as the Senior Grants & Housing Coordinator and previously worked 5+ years in Immokalee as Executive Director of Immokalee Housing & Family Services where she managed 125 units of affordable rental housing and a community center with educational programs for children and adults. She also previously worked for the County in a similar capacity (grants administration) in 2004-2007 and at CCSO as grants coordinator in 2010-2012. Additionally, she worked as a Planner at the City of Naples for 17+ years! Susan assists on a wide variety of affordable housing development and grant administration issues.



Props to the Peeps!

Each day Community and Human Services staff provide services to Collier County residents that meet basic needs, both health and social, when there are no other resources available. We are proud of our work in the community and our employees who go above and beyond to make it happen!

Recently, a nice letter was received from a client's daughter, who was appreciative of **Debbi Maxon, case manager**:

"My name is Lily. My mom and I met with Debbi yesterday to seek some help. I just wanted you to know how impressed I was with Debbi. Her compassion and understanding for my mom's situation went above and beyond. My mom is suffering from dementia and I have only started caring for her full time

since July so as you can imagine we didn't make it easy for Debbi.

To her credit the entire time she remained cheerful and calm and upbeat. She took the time to explain everything to us. It's so rare to come across someone who is so committed to their job.

My compliments to your organization and to Debbi, she was truly outstanding."

-Lily

Dawn Whelan, RSVP Director received a letter thanking her for a wonderful RSVP event:

Dear Dawn and RSVP,

Thank you for the nice luncheon you had for the volunteers. We had such a good time, enjoyed the

lunch and thank you for the door prize I won. My son and I enjoyed the Naples Trolley trip. We had a delightful day. Helping RSVP is rewarding for us-helps keeping us involved.

Thank you,

Mary Ann S.

Recent Team Accomplishments:

- CDBG timeliness achieved 90 days early
- Increased seniors funding spent by 6/30 deadline (CCE/ADI/HCE)
- ESG funds all committed to rental clients early
- Awarded CJMHSA grant for 2017 – 2020, \$1,042,506
- Awarded RSVP grant for 2017, \$57,000
- 28 Down Payment Assistance loans totaling \$855,000 to new home owners through June 30
- CHS Grant Compliance Unit completed 25 Subrecipient/Sponsor/Developer Agreements, 11 Vendor Contracts, 3,361 Homestead Compliance reviews
- FY 17-18 SHIP funding allocated \$1,520,545
- 2017 Action Plan approved by BCC

The advertisement is for goCATbus.com. It features a cartoon illustration of a student in a tank top and shorts running on a beach, holding a 'Summer Paw Pass' card. A green dinosaur is also on the beach. A hand is shown holding another 'Summer Paw Pass' card. Text on the left says 'A student purchased a CAT Summer Paw Pass and that was just the beginning of a purrfect time!'. At the bottom, it says 'THIS IS AN ADVERTISEMENT * USE YOUR IMAGINATION * MAKE YOUR OWN ADVENTURES'. On the right, a graphic reads 'REAL NEWS SUMMER PAW PASS FOR STUDENTS ONE TIME FEE FACTS \$30 ALL SUMMER LONG JUNE 1 - AUGUST 31'. Above the graphic, it says 'Collier Inquirer NEWS | TRAFFIC | STUFF | TIMES'.