



***Community Assistance Division
Human Services Advisory Board
Meeting Minutes***

Oct 27, 2022, at 3:30 p.m.

359 Bill France Blvd

Daytona Beach, FL 32114

Members present: Steve Groner, Terri Malia, Kathy Spencer, P. Terri Malia, Councilman Danny Robins, Francis Chew, Camille Vickers

Members absent:

Richard Forquer, Todd Banks, Barry Powell, Amanda Lasecki

Staff present: Kim Williams, Carmen Hall, Dawna Parent-Phillips, Vernon Moore

Call to order: Chairperson Terri Malia, called the meeting to order at 3:30 p.m. E.T.

Roll call: Ms. Malia conducted the roll call and determined that enough members were present for a quorum.

Special order of business

Approval to seat new members

Ms. Malia opened up the special order of business for the approval of Sandria Ridgely to the private sector and Camile Vickers, Gloria Whites, Tereasa Ward, and Mary McCoy to the low-income sectors. Ms. Malia called for a motion. Steve Groner made a motion seconded by Kathy Spencer. The motion passed unanimously. The members include

Chairperson comments

Ms. Malia provided a story about the Hurricane victims to keep them in our prayers. Kathy mentioned an announcement about a program to address the small business national emergency and the Paychecks for Patriots program.

Staff report

Operational updates

Mrs. Williams discussed that Mr. Clayton Jackson is no longer with the department and wishes him a farewell. The online application process will continue as it has been successful in serving our LIHEAP clients. Mrs. Williams stated that in the future, all services would benefit from being online for our customers.

Mrs. Williams discussed that the Florida Department of Economic Opportunity (DEO) postponed their field site visit scheduled for May 23-27, 2022. Once this on-site visit is rescheduled, board members will be notified via email and are welcome to attend the entrance and exit interview. All interested HSAB members were welcome to attend by contacting the manager, Mr. Clayton Jackson, to receive the location, date, and time.

Documentation Review: Conflict of interest, whistleblower, and by-laws

Mrs. Williams informed all board members that we must provide them with copies of the above-mentioned document and collect signatures. The forms were explained to the members for signatures.

Board Member training overview

Mrs. Williams discussed the HS Advisory Board by-laws and the manuals that were passed out. She discussed the responsibilities of members, the Composition of the board, The general outline of the meetings, termination from the board, FAQs about membership, Results Oriented Management & Accountability, discussed LIHEAP Program, EHEAP, LIHWAP, Emergency Housing Assistance, Indigent Cremation, Dental, and Prescriptions.

Update of the community needs assessment planning

Mrs. Williams stated that the Community Needs Assessment is an ongoing document highlighting our agency's assessment of the needs of the low-income community in Volusia County. By partnering with stakeholders and private individuals from the low-income community, the Community Needs Assessment will be able to identify the availability of services for the low-income community and identify gaps in services that can be filled by our agency or other agencies in the community.

Update to CSBG organizational standards and Community Action Plan (CAP)

Mrs. Williams reports that we are working on the Community Services Block Grant Organizational Standards and the Community Action Plan. This document is required to be submitted to the DEO by Dec 15.

Update to a client satisfaction survey

Mrs. Williams stated that the staff continues to find solutions for a client satisfaction survey. The customers report that they are happy with the Appointment Line and Online Application process and have no desire to go back to a face-to-face appointment option. Customers have the option of uploading documents to a secure web portal or bringing the documents to the office.

End of FY 21-22 Summer food program update

The County of Volusia 2022 Summer Food Service Program begins each year when the Volusia County school season ends for summer break. This year the SFSP began on June 6 and ended on August 12 for a total of 49 service days. The County hired 22 temporary, seasonal employees; 1 staff assistant, 1 data entry clerk, 2 area monitors, four field monitors, and 14 site supervisors.

There were 57 participating sites throughout the County to serve the children ages 18 and under in the communities. This summer the sites served a total of 55,734 breakfast meals and 64,008 lunch meals.

Although we were hoping the State would allow the non-congregate feeding (grab-n-go) to take place at the start of the program again this year as in 2020 and 2021, due to covid-19 restrictions, the approval was not given until mid-July. The grab-n-go meal service is beneficial for sites with space limitations and still, have access restrictions due to covid-19, but also for the children because they can take the breakfast and lunch meals home with them.

Service is anticipated to return to normal in 2023 with kids eating meals on-site. Based on the Volusia County schools calendar, the last day of school for students will be June 2, 2023, and the 2023 SFSP program is expected to begin June 5, 2023.

Low-Income representative's term

Mrs. Williams stated that the low-income representative is a 2-year term. The term limits for the low-income representatives will end on September 30, 2022. Public notices will be issued advising the public of the dates, times, and locations of each meeting. Elections will be held at locations across the county from September through August. A board member currently in a seat must be re-elected during a community meeting to continue serving. Mrs. Williams explained that these representatives must have some connection to the low-income clients and preferably low-income outreach. Christy Gillis asked how coordination works for the advisory board and when and where they would meet. Mrs. Williams explained that possibly library or community center locations throughout the county, and at this time, there was no set date; however, the board would meet quarterly in October, January, April, and July and that board members and alternates could attend. Ms. Gillis also asked if any of the meetings were virtual, and Mrs. Williams replied that there were no virtual meetings.

Combined Countywide Comprehensive Financial Report (CCACFR)

Donna stated that the Combined Countywide Annual Comprehensive Financial Report (CCACFR) was available for public viewing and can be located on the Volusia County website. Mrs. Williams noted that you could ask herself if anyone needed assistance locating this document. Additionally, this document does not mention any findings or concerns (no errors or deficiencies) related to the Community Services Block Grant (CSBG).

Quarterly service report (April 1 – June 30, 2022)

Mrs. Williams presented the informational chart in the agenda, which shows that Home Energy Credit increased by 198 households from 458 to 656 (which may be due to having online applications along with phone interviews) and the same for Electric Utility Crisis which also increased by 34 households from 536 to 570 due to the same reason and Mrs. Williams stated that the difference with Utility Crisis vs. Home Energy Credit is that for

Crisis the electric bill must be at least one day past due. She also stated that DEO twice increased the amount received for the HOME energy credit. It was also mentioned by Ms. Malia that Water & Housing assistance had decreased a lot. Mrs. Williams stated that it was possibly due to individuals and families giving up housing and living with other family members due to the hardship of the COVID-19 pandemic. Additionally, Ms. Holder mentioned that other agencies and programs have since opened up to help with housing and some utility crisis (water) for residents as well, either through other Volusia County programs such as Emergency Rental Assistance (ERA) or the state Our Florida rental assistance program (through Department of Children & Families). Mrs. Williams stated that Prescription assistance increased very slightly, and Dental Extractions had decreased due to more people having their insurance, or they could suffer penalties through the Affordable Care Act. Mrs. Williams also explained that with Dental assistance, Human Services only assists with up to 3 dental extractions only due to pain for the fiscal year.

Additional programs offered by Community Assistance

Ms. Hall and Ms. Williams discussed an overview of Housing and Human Services programs. Citizens can receive rental assistance once a year. Electricity assistance can be offered to citizens through the LIHEAP Crisis grant as long as a citizen has a past due amount. Low-income citizens are eligible for the Home Energy grant through LIHEAP once every 366 days. Citizens may receive assistance with three teeth dental extractions and regular prescription drugs. Low-income citizens are now offered the LIHWAP which is for water assistance. This program is similar to LIHEAP, and we started this program this year.

New Business

Approval of July 14, 2022, minutes

Ms. Malia called to the motion of July 14, 2022, HSAB meeting minutes. Steve Groner motioned, seconded by Kathy Spencer, and was approved unanimously.

Approval of Sept 14, 2022, special meeting minutes

Ms. Malia called to the motion of September 14, 2022, HSAB meeting minutes. Steve Groner motioned, seconded by Kathy Spencer, and was approved unanimously.

Special Meeting Minutes were tabled until the next meeting

Discussion and approval of the FY22 annual Financial Report

Ms. Dawna Parent-Phillips, Fiscal Resources Manager, discussed the financial report. She stated that we went through our contract with DEO. At 98% with contract thru September 2022. 90% with the CSBG CARES agreement and almost finished. There were three components – Administrative, which was 81% complete (including salary and postage); operating expenses were 73% complete (program-related), and operations (direct clients) were 67% complete. Ms. Parent-Phillips also stated that one account was in the negative but that they could adjust funding). She noted that CSBG was in good standing. Ms. Malia took notice that's 98% thru September and asked if Ms. Parent Phillips was happy. Ms.

Parent-Phillips replied that she was pleased thus far with those numbers and that it was essential to utilize CARES funding first and then use regular grants (CSBG). Ms. Gillis mentioned that if CARES funding is not spent, it goes to other counties. Ms. Hall also mentioned that additional funding can be used and provides the exact service to the clients and other funding like LIHEAP or EHEAP. Mrs. Williams reminded HSAB that CSBG is why the board exists which was required by the federal government and coupled or leveraged with other grants written in the federal contract. Steve Groner called to motion for approval of the CSBG FY 2022 Q4 quarterly financial report which was motioned by Camille Vickers and seconded by Kathy Spencer

Approval of Low-Income Representative

Call for nominations approving the seating of the low-income and private members.
The officer elections were opened and discussed.

Board member Terri Malia was nominated as Chairperson with Amanda Lasecki, as the Co-Chairperson. Steve Groner and Camille Vickers placed the first and second votes, and the board agreed

Kathy Spencer was nominated as Secretary by Camille Vickers, Steve Groner seconded, and Kathy Spencer accepted. Camille Vickers and Sundria Ridgely to serve on the bylaws committee. Steve Groner motioned, and Kathy seconded. The board agreed.

Mrs. Williams discussed that the CSBG work plan must submit to the state and in turn, the state submits it to HHS. Volusia County received \$682,638 (total CSBG funds awarded). The administration expenses received \$60,637.69 which includes (Salaries/Fringe, Rent, Utilities, Travel, and Others) and may not exceed 15% of the CSBG grant. The program expenses received \$288,379.49 which includes (Direct Client, Salaries/Fringe, Rent, Utilities, Travel, and Others). Mrs. Williams stated that our manager, Mr. Clayton Jackson, has to provide numbers to show what occurs with money. 20% of that was CSBG, and 80% was from other grants for direct services (caseworkers). Out of CSBG, the Family Self Sufficiency Program (FSSP) Caseworker Supervisor has 80% since they primarily work with CSBG funds. The FSSP works with very low-income individuals and families at 125% or under the federal poverty guideline to become self-sufficient through CareerSource. This program helps them achieve a better education (GED or higher education – diploma or certificate program, etc.) and CDL licenses. Eventually, the goal of this program is for the recipients to get out of that poverty level and become self-sufficient. FSSP not only helps under the CSBG grant for household bill assistance, but they can also utilize LIHEAP and General Fund (GF) grants (about 20% of the time). The CSBG work plan is also allocated towards Leased/Temporary staff (caseworkers and aides), office supplies, and SHAH program renewal (this is a state-mandated data system). The state wants to know demographics through the direct source within its database. Mrs. Williams stated that about 2 or 3 years ago, SHAH was started and now the state is looking to work with a different program. Mrs. Williams also discussed the Family National Performance Indicators (FNPI) which were indicators used for community action agencies. The NPI

must be recorded by agencies that use CSBG funding. In the FSSP, they assist with transportation (bus passes, gas cards, & car repairs for example). Ms. Malia asked if we paid school fees to which Mrs. Williams replied that we didn't pay school fees but assisted with supportive units for schools such as uniforms and equipment for school or work however, the FSSP assists with daycare expenses if necessary. There is a monthly check-in with the FSSP Case Manager. There is a total budget of a little over \$502 thousand. CSBG expenditures contain three components consisting of Module 1 – Agency/Entity level, Module 2 – Individual/Family level, and Module 3 – Community level. The Community National Performance Indicator (CNPI) was used to improve low-income communities. Individuals and families try to build up the community which thus improves the county, and the state monitors this enhancement of the overall community. Mrs. Kim Williams shared a personal story about a client who was participating in the FSSP (years ago) and was in Section 8 low-income housing, had 2 sons, and through the FSSP was able to move out of Section 8 low-income housing, gained her credentials as a registered nurse (RN), and be able to purchase her own home. The HSAB can reach out to Mrs. Kim Williams for the work plan. Steve motioned for the CSBG work plan and was seconded by Kathy Spenser and all members approved unanimously.

Next meeting

Mrs. Williams stated to set a date for the next meeting and that it was TBD.

Adjournment

Chairperson Malia called for a motion to adjourn the meeting. Kathy Spenser made the motion, and Steve Groner seconded. The motion passed unanimously. The meeting concluded at 5:00 pm p.m.

ATTEST:

Kathy Spenser 01/12/2023
Recording Secretary Date

APPROVED:

Phyllis T. Malia
Chairperson Date 1/12/23