



COMMUNITY ASSISTANCE DIVISION

Human Services Advisory Board

June 15, 2021, Minutes

123 W. Indiana Ave.

2nd Floor Chambers

DeLand, FL 32720

Members present

Petrina Onwueli, Christy Gillis, Ericka Sipp, Kathy Spencer, Camille Vickers, Danny Robins, Peter Migner, Waylan Niece, Johnnie Chavis, Jeanne Rademacher, and Smiley Thurston.

Members absent

Terri Malia, Erin LeDuc, Barbara Reid, Ariel McCann, Lelia Koval, and Julia Marshall.

Staff present

Clayton Jackson, Kim Williams, Carmen Hall, Amanda McClain, and Dawna Parent-Phillips.

Call to order

Chairperson Waylan Niece called the meeting to order at 3:33 p.m. EST.

Roll call

Mr. Niece conducted roll call and determined enough members were present for quorum. Johnnie Chavis was not present at the initial roll call but did arrive to the meeting at 3:35 p.m. which Mr. Niece announced to attendees.

Special order of business

Mr. Niece informed board members that Shelia Jackson, private sector representative from United Way, has submitted her resignation from the board. The United Way would like to replace her with Jeanne Rademacher. Mr. Niece asked if there was any discussion and called for a vote. Christy Gillis made the motion and Ericka Sipp seconded the motion. There was no discussion and the vote passed unanimously.

Chairperson report

Mr. Niece stated he did not have anything specific to report but was very glad to see everyone's face and believes the country has finally turned the corner on the pandemic. He then called Kim Williams to the floor to provide the manager's report.

Manager's report

Kim Williams, Human Services Coordinator, stated she would be providing the manager's report instead of Clayton Jackson.

Notification of FY20 CAFR

Ms. Williams notified board members that the County of Volusia's FY20 CAFR has been published and is available on the County's website. If a board member has trouble locating the report, they may contact Mr. Jackson who will email them a copy. Ms. Williams noted that there were no findings or corrective action outlined in the FY20 CAFR pertaining to the Community Services Block Grant program.

Operational updates

Ms. Williams informed board members that clients are still able to apply for Low-Income Home Energy Assistance Program assistance online as they have been doing for the last few months. Additionally, persons seeking utility assistance and/or housing may schedule an appointment with a case worker through the appointment line. Ms. Williams provided a brief explanation of the process a client goes through when scheduling a phone appointment.

Quarterly service report

Ms. Williams referred board members to the quarterly service report included in the board packet exhibiting the number of cases processed in this FY compared to the previous for the same quarter. Ms. Williams noted the significant increase in LIHEAP CRISIS, LIHEAP HOME, and water while housing was about the same. She did explain to board members that the decrease in prescriptions and dental assistance is likely attributed to more persons obtaining insurance.

Ms. Williams reiterated that the new intake procedures implemented during the pandemic have led to an increase in the number of cases to be processed. Ericka Sipp also noted that she has heard from numerous people in the community that the new processes have been great and hopes that the trend continues.

2021 summer food program

Ms. Williams reminded board members that the 2021 summer food program started on Jun. 7 and will end the Friday prior to school starting back from summer break. She informed members how someone in the community may find a nearby site by visiting the website or may call any Human Service office. Additionally, she informed members some sites are operating as "grab-n-go" due to the pandemic.

Customer satisfaction updates

Ms. Williams referred board members to the customer satisfaction report included in the board packet. She stated she would go through some of the responses but would answer any questions members may

have. She noted that 83% of the respondents were online clients and highlighted how the online respondents indicated the ease of the online application process. She also highlighted that 80% of the respondents indicated they would prefer to submit an online application in the future if they again had to apply for services.

Mr. Jackson also noted that while only 20 respondents did their application via the telephone interview, all of them indicated their case worker called them during their dedicated appointment date/time.

Mr. Migner and Mr. Niece both stated they are very pleased with the results from the satisfaction survey.

Update on the community needs assessment and strategic plan

Ms. Williams informed board members that she and Mr. Jackson are in the process of completing both documents and should be ready for review in either the August or October meeting.

Board training availability

Ms. Williams informed board members that Mr. Jackson has created a video presentation of board training that will now allow members to receive their orientation and annual board training virtually instead of having to physically attend a meeting with staff. Ms. Williams stated that the training will encompass everything a board member needs to know including ROMA.

New business

Approval of Feb. 4, 2021, minutes

Waylan Niece referred board members to the Feb. 4, 2021, meeting minutes and asked if there was any discussion. Christy Gillis stated that her name was put in as “Cathy Gillis” on the last page under adjournment and for it to be changed. Camille Vickers also noted that on the first page of the minutes one part stated, “Mr. Waylan” instead of “Mr. Niece”. Mr. Jackson acknowledged the mistakes, and he would fix. Mr. Niece called for a vote with the aforementioned changes to be made. Peter Migner called for the motion to which Kathy Spencer seconded the motion. The motion passed unanimously.

Approval of the FY21 CSBG budget and workplan

Kim Williams informed board members that the FY21 CSBG budget must be reviewed and approved by advisory board members prior to being submitted to the Florida Department of Economic Opportunity and then to County Council for execution. Ms. Williams explained the different allocation amounts with emphasis on direct client services and how they relate to the Family Self-Sufficiency Program. Mr. Jackson interrupted and stated that the Family Self-Sufficiency Program has a new supervisor, Amanda McClain. Ms. McClain was asked to stand-up to greet the board members.

Mr. Migner wanted more clarification regarding temporary staff listed in the budget. Mr. Jackson explained that grant funds allow for the County to hire additional temporary staff to work programs in order to serve more clients. Mr. Jackson provided in detail how temporary staff’s wages are allocated across the various grant programs and no County general funds are used for their wages. Mr. Jackson

also informed them that temporary staff are hired and retained based upon the demand for services. He provided the example of when the pandemic first started that clients were not applying due to fear and knowing their utilities would not be disconnected; resulting in a number of temporary staff being let go until the demand for services again increased.

Mr. Niece asked if there was any further discussion regarding the FY21 CSBG budget and workplan. There were none and Mr. Niece called for a motion. Christy Gillis made a motion and Smiley Thurston seconded the motion. Mr. Niece called for a vote, and it passed unanimously.

Approval of the quarterly financial report.

Dawna Parent-Phillips, Fiscal Resource Manager, was called to the podium to provide the report. Ms. Parent-Phillips noted that usually it's a quarterly financial report, but this report includes the months of January through April 2021. Ms. Parent-Phillips reviewed the financial status of each category and found the program to be in good standing in both regular CSBG and CSBG-CARES funds.

Mr. Niece asked when the County started utilizing the CSBG-CARES funds. Mr. Jackson informed members that while the funds were provided to the County in July 2020 no expenditures took place until April 2021. Mr. Jackson stated the reason for the delay was due to the deadline to expend all CSBG-CARES funds is September 30, 2022, and other counties and CSBG grantees were also holding onto these funds as there are numerous other housing programs currently being offered. Mr. Jackson told members that at the recommendation of the Florida Department of Economic Opportunity the County started spending the funds as they informed all grantees that failure to expend the funds could result in funds being transferred to another entity.

Mr. Niece asked if there were any other questions and there were none. Mr. Niece called for a motion. Smiley Thurston made a motion and Ericka Sipp seconded the motion. Mr. Niece called for a vote which passed unanimously.

Public comments

There were no members from the public in attendance or attending virtually. Mr. Jackson noted that he did not receive any public comments prior to the meeting.

Next meeting

Mr. Jackson informed board members that the next meeting will take place in August or September and will provide ample notification. Additionally, Mr. Jackson stated that starting with the next meeting it is likely meetings will resume the normal/pre-pandemic location of the United Way of Flagler and Volusia Counties in Daytona Beach.

Mr. Niece also wanted to let people know about the Juneteenth event in DeLand this weekend and invited everyone to attend and inform the community.

Adjournment

Mr. Niece called for a motion to adjourn the meeting. Ericka Sipp made the motion and Kathy Spencer seconded the motion. The motion passed unanimously, and the meeting ended at 4:12 p.m. EST.

ATTEST:

Recording Secretary

Date

APPROVED:

Chairperson

Date