



## **Human Services**

### **Human Services Advisory Board Minutes**

Thursday, July 30, 2020, at 10:00 AM

Virtual Meeting due to COVID-19 Crisis

#### **Members present:**

Waylan Niece, Heather Post, Kathy Spencer, Erin LeDuc, Ericka Sipp, Linda Mandizha, Ariel McCann, Peter Migner, Gloria Dailey, and Larry Chavers.

#### **Members absent:**

Terri Malia, Shelia Jackson, Barbara Reid, Smiley Thurston, Johnnie Chavis, Herbert Williams, Audrey Taylor, Julia Marshall.

#### **Staff present:**

Clayton Jackson, Carmen Hall, Dawna Parent-Phillips, Kim Williams, and Dana Rhymes.

#### **Call to Order**

- Vice Chair Waylan Niece welcomed everyone and called the meeting to order at 10:03am.

#### **Roll Call**

- Waylan Niece conducted the roll call and determined a quorum was present.
- Waylan Niece welcomed everyone present via virtual.

#### **Manager's Report**

Mr. Niece announced Clay Jackson would give the Manager's Report. Clay Jackson welcomed guests and informed everyone that the packets were sent to all members last week.

#### **Operational Update**

Mr. Jackson gave an update on Operations for Human Services regarding the COVID – 19 Crisis. Human Services is still conducting phone appointments per a physical signature waiver authorized by the state. Mr. Jackson gave the appointment line number 386-239-7757, and stated residents may call to schedule a phone appointment with a caseworker by calling this number. Appointments are scheduled for the following week. Once the appointment is scheduled residents may submit their documentation online through a secure portal on the County's website, by mail, or may come into an office to drop off their documents. All documents must be received one business day prior to their phone appointment.

Staff are working with Informational Technology and Legal departments to implement a fully online application portal provided by the Florida Department of Economic Opportunity where clients may complete an application and submit their documents for utility assistance. This will

significantly reduce staff time to process a case file as they will not have to call the client to collect needed information as the client will have entered that into the system.

The requests for utility assistance have recently increased, as more persons are worried when the utility companies will start disconnecting for non-payment. Utility companies suspended disconnections due to the pandemic but state they will at some point start disconnecting for non-payment. Additional staff will be hired, and more staff time will be allocated to utility assistance to accommodate the increased demand. Emergency rental and mortgage assistance will still be available and staff who communicate with public inquires will inform them of the COVID-19 mortgage and rental assistance programs offered through the County.

Mr. Jackson also reminded the advisory board that the COVID-19 Mortgage Assistance and Rental Assistance programs are still available for residents impacted by the pandemic to apply for this assistance. He informed everyone that this is not a Human Service program but is operated through the Community Assistance division. He provided the websites for individuals to apply:

- [www.volusia.org/C19MA](http://www.volusia.org/C19MA)
- [www.volusia.org/C19RA](http://www.volusia.org/C19RA)

Councilwoman Post informed everyone the COVID-19 Mortgage and Rent Assistance programs are available and to please help spread the word in the community about them. She stated she has been actively attending meetings at churches and other organizations to help inform the community of these programs.

The Family Self-Sufficiency Program (FSSP) is currently not accepting new households as the FSSP supervisor position was vacated late July and all other staff are being utilized for utility and emergency housing. Currently enrolled households will continue to receive services through the Human Services Manager and acceptance of new referrals will likely resume in early October.

#### FY20 3<sup>rd</sup> Quarter Report

Mr. Jackson reviewed the 2<sup>nd</sup> quarter report with everyone and provided a copy in their packet. This report covers April 1 to June 30, 2020.

#### Notification of FY 2019 County Audit

- CSBG Organizational standards require the advisory board notified of the most recently completed audit. A copy of the County of Volusia's FY 2019 annual audit may be found on the County of Volusia's website. Anyone needing assistance locating this document may contact Mr. Jackson, Human Services Manager.
- There were no findings related to the CSBG program.

#### Low-income representative board member elections

- The current term of low-income representative board members expires September 30, 2020.
- Per CSBG requirements and advisory board by-laws, community meetings are to be held where residents may nominate and vote representatives to the advisory board.

- Meeting date, times, and locations have not yet been set due to the current pandemic limiting community meetings. Staff will assess late August whether or not in-person or virtual meetings will be conducted. Once a decision has been made all board members will receive notice of the election dates, times, and locations.

#### Board membership renewal

- Representatives appointed by County Council (public) and private sector are authorized for another year on the advisory board until September 30, 2021.
- Anyone not able to continue serving on the advisory board please inform the Human Services Manager so another representative may be appointed.

#### Board training

- Due to the pandemic, an in-person training for the fiscal year have been cancelled.
- A packet of training materials covering membership responsibilities, overview of the advisory board, and an explanation of various services will be emailed to all board members for their review. The manager will be hosting a virtual training at 3:00 p.m. on August 20 for any board member who would like to attend. An invitation to the training will be sent to all board members closer to the meeting date.

#### Planning and development meeting update

- The annual planning and development meeting has been postponed until further notice due to the pandemic. This meeting includes thoughtful discussion, which is best suited for an in-person meeting.
- When in-person meetings can be scheduled, again staff will inform advisory board members of the date, time, and location.

### **New Business**

#### Approval of May 14, 2020, Minutes

Mr. Niece asked if there was a motion to approve the minutes from the May 14, 2020, meeting. Councilwoman Post made the motion to approve. Mr. Peter Migner seconded the motion. Mr. Niece asked if there were any questions or comments. The motion unanimously passed.

#### Approval of CSBG quarterly financial report

Ms. Dawna Parent-Philips, Fiscal Resource Manager, gave an update to the CSBG quarterly financial report. This report is for the period ending March 31, 2020. Ms. Parent Philips stated that this contract began October 1, 2016, and ends September 30, 2020. She stated that this is the forty-second month of the 48-month contract. This contract has three categories: Administration, Program, and Program Direct. Ms. Parent-Philips then reviewed and explained each category in the report. A copy of the report provided in the board packet.

Mr. Niece asked for a motion to approve. Mr. Peter Migner made the motion. Ms. Erin LeDuc seconded the motion. The motion passed unanimously.

#### Approval of Strategic Plan Update

Mr. Jackson provided a summary of Human Services' progress towards achieving information outlines in the FY2018 to FY2020 Strategic Plan. Mr. Jackson informed everyone this is a three strategic plan and staff are requesting to extend the current strategic plan to also include FY2021 due to the coronavirus pandemic. Staff were not able to conduct focus groups, community meetings, and other important functions that go into developing a strategic plan. This is an allowable action as the Florida Department of Economic Opportunity (DEO), the agency that funds the Community Services Block Grant (CSBG), requires a strategic plan to be updated every five years according to Organizational Standard 6.1. The document exhibiting the update may be found in the board packet.

Mr. Niece asked for a motion to approve. Ms. Erin LeDuc made the motion. Ms. Kathy Spencer seconded the motion. Motion approved unanimously.

#### Approval of Community Action Plan

Mr. Jackson informed everyone the coronavirus pandemic has significantly impacted operations and staff had to adjust. As of the end of July 2020, notable operations Human Services implemented to continue serving the community:

- The Department of Economic Opportunity, the agency that funds the Low-Income Home Energy Assistance Program (LIHEAP) and Community Services Block Grant (CSBG), authorized a signature waiver so persons do not have to physically come into an office. This is still valid as of the date of this meeting.
- Staff can conduct phone interviews with clients.
- Staff are working to implement a fully – functional online application system to expedite client intake and case outcome.
- Focus groups with clients and community service providers were not able to be conducted this year due to the coronavirus pandemic as these require in-person discussion. However, a community needs assessment for CSBG CARES funding was conducted outlining the needs of the low-income population to address the coronavirus pandemic was reviewed and approved by the advisory board on May 14, 2020. The assessment was provided by the Florida Department of Economic Opportunity with the CSBG CARES package.
- The change in service delivery due to the coronavirus pandemic has led to a decrease in the number of customer service satisfaction surveys received. Staff are working to implement a new survey design in the new fiscal year.

Mr. Niece asked for a motion to approve. Ms. Kathy Spencer made the motion to approve. Mr. Larry Chavers seconded the motion. The motion passed unanimously.

#### Officer nomination committee

Mr. Jackson explained the procedures for nominating officers to serve on the Human Service Advisory Board. He also explained the procedures in participating on the nomination committee and how to nominate individuals to be elected. To serve as Chair the person must have served for one year on the advisory board.

The following individuals volunteered to serve on the Officer nomination committee:

Erin LeDuc

Waylan Niece

Ericka Sipp  
Kathy Spencer

Mr. Niece asked for a motion to approve. Mr. Chavers made the motion to approve. Ms. Gloria Dailey seconded the motion. Motion approved unanimously.

**Next Meeting**

Mr. Jackson informed everyone the next meeting date and time has yet to be determined due to the ongoing pandemic and uncertainty of being able to host in-person meetings. He stated closer to the meeting date he would notify them of how the meeting would be conducted whether it would be virtual, in person, etc.

**Adjournment**

Mr. Niece asked for a motion to adjourn. Mr. Migner made the motion to adjourn the meeting. Ms. LeDuc made the motion to adjourn the meeting. Ms. Peter Migner seconded the motion. The motion unanimously passed.

ATTEST:

APPROVED:

\_\_\_\_\_  
Recording Secretary                      Date

\_\_\_\_\_  
Chairperson                                      Date