



COMMUNITY ASSISTANCE DIVISION

**Human Services Advisory Board
January 12, 2023, Minutes
Thomas C. Kelley Annex Building
121 W. Rich Ave.
DeLand, FL 32720**

Members present

Amanda Lasecki, Camille Vickers, Christine Gillis, Cycily Thomas, Johnnie Chavis, Kathy Spencer, Mary McCoy, Peter Migner, Rebecka Collins, Reginald Williams, Rhonda Williams, Steve Groner, Sundria Ridgley, Teresa McMillian-Ward, Terri Malia, and Veronica Watson.

Members absent

Barry Powell, Danny Robins, Ericka Sipp, Petrina Onwuemeli, Richard Forquer, Tamika Rodriguez, and Todd Banks.

Residents present

Jerome McCoy.

Staff present

Carmen Hall, Dawna Parent-Phillips, Erika Arias, Erin LeDuc, S. Kim Williams, and Yolanda Buckles.

Call to order

Chairperson, Terri Malia, called the meeting to order at 3:35 p.m. EST.

Roll call

Ms. Malia conducted roll call and determined enough members were present for quorum.

Special order of business

Acceptance of new board members



Ms. Malia opened the special order of business for the approval of at-large-low-income persons for East and West side Volusia. Ms. Malia asked the representatives to introduce themselves. Ms. Rhonda Williams, Eastside At-Large Primary. Ms. Cycily Thomas, Eastside At-Large Alternate. Ms. Veronica Watson, Westside At-Large Primary. Mr. Reginald Williams, Westside At-Large Alternate.

Acceptance to reappoint public sector members

Ms. Malia communicated the re-seating of public sector members for the next two years. Those members are Councilman Danny Robins (absent), Mr. Peter Migner, Mr. Steve Groner, and Ms. Terri Malia.

Ms. Malia called for a motion for the acceptance of the new board members and the acceptance to reappoint public sector members. Ms. Christine Gillis made a motion, seconded by Ms. Amanda Lasecki. The motion passed unanimously.

Chairperson comments

Ms. Malia briefly introduced herself; she has been the committee chairperson for about four years. Ms. Malia expressed her gratitude and support for the advisory board and thanked the members for stepping up for the community.

Staff report

Ms. Erin LeDuc, the new Human Services Manager, introduced herself. Ms. LeDuc was a former board member working with Daytona State College for about seven years and over twenty years in the field of Human Services. Ms. LeDuc presented the staff report.

Operational updates

Ms. LeDuc stated clients may apply for services using the virtual intake options implemented during and shortly after the pandemic. Families needing financial help with their energy utility are encouraged to submit an online application for assistance at www.volusia.org/hsapply. During each federal fiscal year, Oct. 1 - Sep. 30, eligible families may apply for the Low-Income Home Energy Assistance Program (LIHEAP). Families may also apply for assistance with their water utility through the Low-Income Water Assistance Program (LIWAP) and receive as much as \$1000.00 per fiscal year. Assistance with housing is available by calling the appointment hotline and scheduling a telephone appointment with a case worker. These measures were put in place due to the increase in need during and/or shortly after the pandemic and may change upon notification from DEO.

2023 summer food program



Ms. LeDuc informed that the summer food program coordinator Patricia Hubbard was attending the annual 2-day Sponsor training. Once Ms. Hubbard completes the training, she begins outreach by contacting the participating sites from previous years. Ms. LeDuc stated they will have Ms. Hubbard come to one of the board meetings and give a presentation, so the members can learn more about the program and help get as many summer food sites as possible. Sites personnel will complete a required on-day summer food program and policy training in May 2023. The program will begin on Monday, June 5, 2023, and close on Friday, August 11, 2023. Ms. LeDuc mentioned the program website, www.volusia.org/summerfood, if the members have any questions or would like to add a site.

Customer satisfaction survey

Ms. LeDuc stated that since transferring to online applications and telephone interviews, staff has observed a drastic decrease in the number of clients completing the customer satisfaction survey, which is available via a link on the Human Services webpage. To increase customer awareness of and input in the customer satisfaction survey, during telephone appointments, staff will provide information about completing the survey on the Human Services webpage via postal or email. All Human Service staff have also been asked to link the survey to their email signature.

2nd quarter service report (Oct. 2022 - Dec. 2022)

Ms. LeDuc stated that assistance with energy utility remains the most requested service by families. More families applied for the assistance online and found the process easy. Also, we received several responses regarding the number of applications processed. The number of first-time applicants equaled the number of repeat applicants. Ms. LeDuc referred members to the comparison data chart found in the agenda packet.

Ms. LeDuc mentioned an increase in families applying for LIHEAP Crisis now that residents are aware of the increase from \$600.00 per season to \$5,000 per fiscal year. There was a drastic increase in families requiring housing assistance to prevent evictions. In July 2022, Human Services received funding to administer the LIWAP (Low Income Water Assistance Program).

Board training opportunities

Ms. LeDuc stated that upon request, staff will provide information about the HSAB on a flash drive, or members may request an informative virtual HSAB training. If any member requests virtual training, an invitation to participate will be sent to all members. Members may also request one-on-one virtual or in-person training.

CSBG organizational standards submitted

Ms. LeDuc stated that the FY2023 Community Services Block Grant (CSBG) organizational standards were submitted in mid-December 2022. All standards were submitted before the deadline. Staff will present members with the outcome of the organizational standards audit during April 13, 2023, meeting.



Community Needs Assessment planning

Ms. LeDuc stated that per regulations of the Community Services Block Grant (CSBG), a Community Needs Assessment (CNA) must be conducted every three years and present the report to the advisory board for approval. The last CNA was approved on August 19, 2021, and expires in October 2024. For preparation for the FY 2024-2027 CNA, staff will periodically request customer input regarding what is needed to assist low-income families in achieving economic security. Mrs. Kim Williams emphasized the importance of CNA and encouraged the board members to participate and spread the word for client input.

HSAB duties and responsibilities

Ms. LeDuc reviewed the highlights of the duties and responsibilities of HSAB members, including Participation, Board Meetings, Quorum, Voluntary Termination, Conflict of Interest, and Sunshine Law. Ms. LeDuc thanked the board members and Ms. Malia for their efforts in attending board meetings and emphasized the importance of attendance for quorum, which is fifty percent, plus one member of the total filled seats on the advisory board at any meeting. There are four regular meetings scheduled in a fiscal year. All these meetings shall be publicly noticed, open to the public and the minutes of all meetings shall be public records.

Additional comments

Ms. Carmen Hall, Director of Community Assistance, introduced herself and thanked Mrs. Kim Williams for her efforts in recruiting members and filling the board seats. Ms. Hall gave a brief description of the summer food program. She stated that there is no cost for the sites, everything is reimbursed, and the program can recruit staff as needed. Ms. Hall informed that they have not received advice to do the “grab and go” for summer food this year. Ms. Cycily Thomas and Mr. Reginald Williams expressed their gratitude and support for the summer food program, as they have both participated in previous years.

Mr. Steve Groner asked for an update on hurricane assistance for the community. Mrs. Kim answered that there was an increase in LIHEAP assistance due to electric bills going up. Ms. Christine Gillis talked about the D-Snap benefits from the Department of Children and Families (DCF). Mrs. Williams also mentioned an increase in phone calls asking for hotel vouchers due to the floods. Community Assistance staff were given helpful community information to provide to the public and those in need. Ms. Hall explained the importance for clients to apply for FEMA so then they can apply for county assistance.

New business

Approval of the quarterly financial report

Ms. Dawna Parent-Phillips, Fiscal Resource Manager, presented the quarterly financial report. Ms. Parent-Phillips referred members to the financial report found in the agenda packet. Ms.



Parent-Phillips presented the quarterly financial report from December 31, 2022. She explained the current contract with the Department of Economic Opportunity (DEO), which concludes on September 30, 2023. Ms. Parent-Phillips mentioned the additional funds approved during the previous meeting. She also informed that CSBG-CARES funds are fully spent, and regular CSBG funds are about 26% spent. Ms. Parent-Phillips stated that new funds should be announced soon.

Ms. Malia called for a motion to approve the quarterly financial report. Ms. Kathy Spencer made a motion, seconded by Mr. Steve Groner. The motion passed unanimously.

Approval of October 27, 2022, minutes

Ms. Malia referred members to the Oct. 27, 2022, board minutes found in the agenda packet. Ms. Malia stated she looked over the minutes and did not find any changes. She asked if anyone had any corrections or comments regarding the minutes. Ms. Cycily Thomas asked about the process to edit board minutes if there is a mistake. Mrs. Kim answered that any minute's corrections must be brought to her, and she will include it on the agenda for the following meeting. Mr. Peter Migner noticed he was not included in the Oct. 27, 2022, minutes. Ms. Malia called for a motion to correct Oct. 27, 2022, board minutes. Ms. Kathy Spencer made a motion, seconded by Ms. Camille Vickers. The motion passed unanimously.

Approval of December 7, 2022, minutes

Ms. Malia referred members to the Dec. 7, 2022, special board minutes found in the agenda packet. Ms. Malia asked if anyone had any corrections or comments regarding the minutes. There were no corrections or comments made. Ms. Malia called for a motion to approve the Dec. 7, 2022, special board minutes. Mr. Peter Migner made a motion, seconded by Ms. Christine Gillis. The motion passed unanimously.

Public comments

There were no public comments. Ms. Kathy Spencer gave a brief statement on Medicaid benefits and informed that due to the pandemic individuals, who applied in 2020, are still on Medicaid. Ms. Spencer also stated that individuals will be receiving notice to re-apply and should update their information on the DCF ACCESS website. She also talked about Community Partner Networks, where clients can apply for DCF benefits. Mrs. Kim expressed that all Human Services offices have computers in their lobbies for clients to access the DCF, SSA, and DEO websites.

Mrs. Williams gave a brief explanation of how public and private sectors election works. Mrs. Williams explained how representatives and alternates are elected and the procedures that take place during each election. Ms. Hall introduced Ms. Yolanda Buckles, who works in Emergency Management with the County. Ms. Buckles gave an overview of housing assistance regarding



the hurricane, including mobile homes and FEMA direct housing. She discussed future projects for mobile home parks.

Next meeting

Ms. Malia stated that the next meeting will take place April 13, 2023, at 3:30 p.m. The location will be announced. Ms. LeDuc informed that they are considering moving the next meeting to later that month to have enough time to prepare all the materials and provide them to the members ahead of time. If that decision is made, board members will receive notice.

Adjournment

Chairperson Terri Malia called for a motion to adjourn the meeting. All were in favor. The motion passed unanimously. The meeting concluded at 4:48 p.m.

ATTEST:

APPROVED:

Recording Secretary Date

Chairperson Date