



Human Services Advisory Board

Minutes

December 12, 2023, 1:30 P.M.

TCK Annex
121 W. Rich Ave., DeLand, FL 32720

Members present

Jake Johansson, Terri Malia, Derrick Collins, Sundria Ridgely, Kathleen Danclair, Johnnie Chavis, Veronica Watson, Rhonda Wilson (Williams)

Members absent

Jessica Deese, Marjorie Johnson, Rabecka Collins, Christy Gillis, Amanda Lasecki, Mary McCoy, Camille Vickers

Alternate members present

None

Guests present

Diane Freeman, Louease May, Betty Johnson, Beverly Hough

Staff present

Carmen Hall, Jessi Smith, Maureen S. Sikora, Dottie Joseph

Call to order

Meeting called to order at 1:40 p.m.

Roll call

Ms. Danclair conducted roll call and determined a quorum was present.

Operational Updates

Implementation of LIHEAP Crisis Assistance Limitation

Effective Monday, December 4, 2023, Volusia County Community Assistance reverted to pre-pandemic seasonal distribution standards, whereby an eligible household may receive a LIHEAP Crisis once every 6 months. This will ensure eligibility with grant guidelines and help increase the number of vulnerable residents that can be assisted. The increased call volume and technological challenges were discussed. Staff are exploring options to resolve the issues with the appointment phone line.

Strategic Plan and 2023 Community Action Plan Updates

An annual update to the HSAB Board is required per CSBG organizational standards. The board approved the most recent Strategic Plan on 8/19/2021, and the FY24 Community Action Plan will be presented in this meeting.

Human Services continues utilizing virtual platforms for intake and case management. Clients have the option of calling the appointment phone line to obtain an appointment for assistance, or they can apply for electricity assistance online – both on Monday mornings. This has allowed more clients to be served. However, the demand for assistance remains higher than the funding available, and not all clients in need are able to be served.

The planning and data collection for the next Community Needs Assessment will begin early 2024. In-person focus groups are expected to be held.

Human Services has maintained partnerships with local social service agencies and will continue to strengthen them.

Human Services has implemented the Social Worker in the Library Program. This program allows a social worker to connect members of the community with services and/or resources in the community.

Staff ROMA training was completed in March 2023 and is expected to occur again in 2024.

Staff will continue to monitor customer satisfaction results to stay up to date with best practices and possible improvements.

New business

Approval of October 26, 2023 minutes:

Ms. Malia called for a motion for approval of the October 26, 2023, board meeting minutes. Mr. Johansson made the **Motion**, **Seconded** by Ms. Watson. The motion passed **Unanimously**.

Amend Something Previously Adopted: Meeting Minutes – December 7, 2022

It was discussed that the heading for the December 7, 2022, meeting minutes should read “Approval of the 2023 Community Action Plan; Strategic Plan and Community Action Plan Updates”. Mr. Johansson made the **Motion**, **Seconded** by Ms. Ridgley. The motion passed **Unanimously**.

Approval of 2024 Community Action Plan

The 2024 Community Action Plan was provided to board members and was discussed. Mr. Johansson made the **Motion**, **Seconded** by Mr. Collins. The motion passed **Unanimously**.

HSAB Member orientation materials:

Orientation and member training materials were provided to board members present, who had not received them. Forms requiring signature are included – Whistleblower, Conflict of Interest and By-laws and Confirmation of receipt of materials.

Announcements

Time was provided for board members to share information about community resources to spread awareness. Board members were thanked for serving on the board. Members for the public were thanked for attending.

Public comments

A member from the public asked if there were any programs to assist community members to repair their credit and purchase homes. Another member from the public asked for information on how to become a board member.

Next meeting

Ms. Malia stated that the next regular meeting would take place on January 25 at 3:30 p.m. at the United Way of Volusia Flager, located at 1530 Cornerstone Blvd Suite 210, Daytona Beach.

Adjournment

Ms. Malia called for a motion to adjourn the meeting. All were in favor. The meeting concluded at 2:30 p.m.

ATTEST:

APPROVED:

Date

Terri Malia, Chair Date