



**Making Our Community Stronger;  
One life, one home, one project at a time.**



# Community and Human Services Quarterly

VOLUME 3, ISSUE 2

JULY 2019

## Director's Note



Lazy, hazy, crazy days of summer are rolling out, as Nat King Cole would say. Over the years many artists have crooned the joys of summer, and you might agree it is time to slow down and relax on these hot summer days and enjoy our extra-long sunny days. But, despite the heat, and the desire to relax and take it easy; I assure you this, quality service does not cool off here at Community and Human Services.

Through our social services, seniors, grants compliance, accounting, grant and affordable housing operational units, your Community and Human Services team strives to deliver the best quality services year-round.

The grant operations unit recently awarded over 5 million dollars in grant funding to support our community through new sidewalks in Immokalee, a storm water study for future improvement in Naples Manor, improvements to the Golden Gate Senior Center, park improvements in River Park, construction of new housing, acquisition of rental housing for those with special needs and additional enhancements to the fire suppression system in Bayshore. Our social services and seniors staff provide 418 local seniors with in home services, nutrition and respite. Not to mention, the 40+ persons who receive prescription, medical and energy assistance.

The CHS grants compliance team continues to monitor our subrecipients and ourselves for continued compliance to improve service delivery and the quality of our work every day.

We offer information and referral services to all those who call, even if we don't offer that exact service that someone needs, we are here to see what we can do. Developing easy access to service is critical, we are finalizing the development of our new Seniors website, to offer those in need of senior services information that is just a click away. We are completing the final steps to an online application system for our SHIP program to offer an easier and friendly way to apply for down payment assistance or owner-occupied rehabilitation. We are also moving toward accepting electronic payments, so our customers who need to make a payment can easily transfer payments via their checking account or with a credit or debit card. Improving access and making things a little easier for those who need us is an important initiative here at CHS.

Our goal is to make our community stronger: one life, one home, one project at a time. We strive to serve all residents with compassion and professionalism.

If you know someone who can benefit from our services, please send them our way. Our main number is 239-252-2273, or a review of all services offered can be viewed at our website: <https://www.colliercountyfl.gov/your-government/divisions-a-e/community-and-human-services>

Enjoy your summer and this edition,

Kristi Sonntag

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## The Next Three Years for SHIP

Community and Human Services Grant and Housing Development team recently completed the 2019-2022 State Housing Initiatives Partnership (SHIP) Program Local Housing Assistance Plan (LHAP). This plan is required triennially and sets forth the program operation for the upcoming three years.

The Sadowski Affordable Housing Act, signed into law by the Florida Legislature in 1992, provides additional funding to local jurisdictions through a documentary stamp tax on real estate transactions for the provision of affordable housing. Through the Florida Housing Finance Corporation (FHFC) SHIP Program, Collier County and the City of Naples receive funds to undertake eligible activities for the provisions of affordable housing. The program is designed to serve very low, low- and moderate-income families.

SHIP funds are distributed to all 67 counties and 52 cities in Florida.

It is required that a minimum of 65% of SHIP funds be spent on homeownership activities and 75% of all funds must be spent on construction activities. In addition, 20% of the annual allocation is reserved for those with special needs, 30% for those who meet the very low and 30% for those who meet the low income categories. There are eight (8) strategies that Collier County has adopted in the new LHAP designed to meet the statutory requirements and address our communities needs:

- |                                  |   |
|----------------------------------|---|
| 1. Owner Occupied Rehabilitation | 5. Rental Rehabilitation                          |
| 2. Purchase Assistance           | 6. Rental Acquisition                             |
| 3. Disaster Mitigation           | 7. New Construction Assistance                    |
| 4. Rental Development            | 8. Demolition & Replacement of Manufactured Homes |

On June 24, 2019 Florida Housing Finance Corporation notified Collier County the FY 20 allocation is \$599,931. The LHAP was approved by the BCC on June 25, 2019. The SHIP team is already planning for this new allocation.

**Hilary Halford, Senior Grant and Housing Coordinator**

## 2019-2020 Slate of Projects



On June 25, 2019, the BCC adopted the 2019– 2020 Action Plan. The Action Plan is used as a plan for the Community Development Block Grant (CDBG) program, HOME and Emergency Solutions Grant (ESG) funding. The **CDBG** program focuses on ensuring decent affordable housing, providing services to the most vulnerable, and expanding economic opportunities to low- and moderate-income persons. The **HOME** Investment Partnerships program is designed exclusively to create affordable housing for low-income households in partnership with housing providers. The Emergency Shelter Grant (**ESG**) program is focused on emergency shelters and transitional housing facilities for the homeless and providing services to help prevent homelessness.

The annual grant application cycle opened in January with area organizations submitting competitive requests for funding to CHS. A Review and Ranking Committee reviewed all of the grant applications.

The Board of County Commissioners approved the projects listed on the next page in June, 2019.

**Susan Golden, Senior Grants & Housing Coordinator**

## 2019-2020 New Projects

Organization	2019-20 Funding	Purpose
<b>CDBG</b>		
Bayshore CRA	\$300,000	Fire Suppression – Phase 3
BCC- Facilities Management	\$90,000	Building Improvement – Senior Center
BCC-Stomwater Management	\$80,000	Design of Naples Manor stomwater
City of Naples	\$108,450	12 <sup>th</sup> St Sidewalk
Immokalee CRA	\$476,365	Sidewalks – South Immokalee
Immokalee Fire Control District	\$311,646	Design and Engineering of new station
Legal Aid Services of Collier County	\$200,000	Office Renovations/Roof
Shelter for Abused Women & Children	\$182,217	Restroom Renovations
Youth Haven	\$317,207	Odorzzi Cottage Rehabilitation-
Youth Haven	\$35,531	Disaster Mitigation
<b>Total</b>	<b>\$2,101,416</b>	
<b>CDBG Public Services</b>		
Boys & Girls Club-Immokalee/Naples	\$45,000	Transportation Services
Children's Advocacy Center	\$75,000	Family Safety Program
Legal Aid	\$180,104	Services to Victims
United Cerebral Palsy	\$75,000	Transportation Services
<b>Total</b>	<b>\$375,104</b>	
<b>HOME</b>		
Collier County Housing Authority	\$149,993	Rental Assistance
Collier County Housing Authority	\$500,000	Rental Rehab/ HVAC
Habitat for Humanity	\$886,345	New Housing Construction
<b>Total</b>	<b>\$1,536,338</b>	
<b>ESG</b>		
Hunger & Homeless Coalition of Collier County	\$40,000	Homeless Management Information System (HMIS)
NAMI (National Alliance for the Mentally Ill)	\$31,040	Rapid Re-Housing of Homeless
Shelter for Abused Women and Children	\$114,286	Shelter Operations
<b>Total</b>	<b>\$185,326</b>	
<b>SHIP</b>		
HELP (Housing Education & Lending Program)	\$217,656	Mortgage Assistance
FL Star Construction	\$400,000	Construction Assistance
ROOF (Residential Options of Florida)	\$300,000	Rental Acquisition for persons with disabilities
<b>Total</b>	<b>\$917,656</b>	
<b>Grand Total</b>	<b>\$5,115,840</b>	

**Comments from our awardees:**

*“This will open the opportunity of owning a new construction home to numerous deserving families. We are honored to be selected to participate in this program.”- Gary Hains, vice president of FL Star.*



Photo provided by FL Star



*“Housing Development Corporation of SW Florida, d/b/a HELP, is excited to have the opportunity to work with the Community and Human Services office to provide down payment assistance in Collier County. Demand for our home buyer education and pre-purchase counseling programs remains strong. Many of the individuals and households we work with are housing cost-burdened due to high rental rates in our market. We truly believe having access to down payment assistance provides new opportunities for home ownership for our local workforce.” - Michael Puchalla, Executive Director, Housing Development Corporation of SW Florida“*



## 2019-2020 New Projects, Cont'd



Photo provided by Legal Aid Service of Collier

*"Thanks to Community Development Block Grant ('CDBG') funding provided through Collier County Community and Human Services, Legal Aid Service of Collier County ('LASCC') has been able to operate the 'Legal Services to Victims Project' ('LSTV') which has provided vital legal services to over 1,000 domestic violence survivors and their children since this high impact project was first funded in 2013-2014. The LSTV project is on pace to serve well over 150 domestic violence survivors during the 2019 grant term, providing free legal services to keep these*

*clients safe, economically stable, and to use the family law system to enable them to become free from abuse. This life-changing work is all made possible thanks to CDBG funding, and we are grateful to the U.S. Department of Housing and Urban Development ('HUD'), the Collier County Board of County Commissioners, and the highly supportive staff at Collier County Community and Human Services for giving us the opportunity to continue this very successful program that addresses a very serious and ongoing issue affecting our community."* - **Carol O'Callaghan, Managing Attorney, Legal Aid Service of Collier County**

*We at CCHA are excited to be able to help more of our residents get the basic needs of life, clean, safe, affordable and comfortable housing. We are thankful for being awarded these grants."* - **Oscar Hentschel, Executive Director, Collier County Housing Authority**



Photo provided by Collier County Housing Authority

## Addressing Opioid Addiction and Planning for Change



America's correctional facilities are at the epicenter of the opioid overdose crisis. Nationally, nearly one in five people entering local jails have an opioid use disorder (OUD). The high prevalence of OUD in the jail population is especially concerning given the high rates of overdose post-release. Individuals with OUDs who leave jail untreated also may continue their drug use, which may contribute to recidivism and reincarceration.

Collier County recently submitted a grant application with the Collier County Sheriff Office (CCSO), Armor and David Lawrence Center (DLC).

Unfortunately, On May 7, 2019, the Community & Human Services Division (CHS) received notice that the Collier County collaborative application was not selected for this initiative. According to the Institute for Intergovernmental Research, a significant number of applications were received, and not all could be funded.

On May 22, 2019, the Naples Daily News published an article titled, "After grant denial, many Collier inmates still lack medication-assisted treatment for opioid addictions". Shortly after the article was published a Naples Daily News reader approached DLC and offered to personally fund the grant request in full with a private donation.

As a result of the generous donation, on June 4, 2019, the Community & Human Services Division received formal notice from the Institute for Intergovernmental Research on behalf of the U.S. Department of Justice that the application to the solicitation *Planning Initiative to Build Bridges Between Jail and Community-Based Treatment for Opioid Use Disorder* had been selected to participate in the nine-month planning initiative.

Collier County and its partners are excited to participate in this planning initiative.

**Hilary Halford, Senior Grant & Housing Coordinator**

## CHS Applies for OAA Grant Funds



CHS' Services for Seniors Program is applying for the Older Americans Act Federal Grant. For over 36 years, CHS has provided services under this grant including case management and contracted in home services to eligible seniors in Collier County. In addition, the OAA grant funds the Senior Nutrition Program to provide meals at four congregate meal sites as well as meals delivered to local home bound seniors.

The OAA Grant also provides support and respite to caregivers providing 24/7 care to a family member and assists grandparents with the financial expenses they have in raising their grandchildren.

We look forward to continuing this important and critical program.

**Louise Pelletier, Senior Programs and Social Services**

## Meal Sites Provide Local Seniors with More than Just a Hot Meal



Enjoying meals and conversation at the Golden Gate Senior Center

Collier County's Senior Nutrition Program serves lunch 5 days per week to seniors ages 60 and older. Locations across Collier include: The Golden Gate Senior Center, East Naples Community Park, Goodlette Arms and The Roberts Center in Immokalee. Additionally M-F, a continental breakfast is served in Immokalee. **Approximately 665 meals are served per week across Collier County.**

The Senior Nutrition Program works closely with GA Food to provide a diverse menu. Dishes include Swedish meatballs, beef tacos, fish filet and penne pasta with Bolognese meat sauce. Two all



-time favorite meals are the meatloaf with apple brown gravy and the baked chicken thigh. Clients are always asking for second helpings on those days! A 76-year-old Goodlette Arms client said *"I appreciate that there has always been a hot meal waiting for me as long as I have lived at Goodlette Arms. The program has become so much better and the service superior. I'm very satisfied and delighted and thankful."*



Once a month the Meal Site Coordinator facilitates a nutritional educational activity chosen by the county's contracted Registered Dietician. Our most recent topics included "Eating Right When Money's Tight", a class that gave seniors planning and budgeting tips on how to prepare low-cost, healthy recipes and "Cooking Safely in the Microwave Oven." One senior chuckled and commented that he wished he would have received the information one month earlier. Not aware that he could not put aluminum foil inside the microwave, he accidentally caused a small fire that resulted in evacuating the whole apartment building. Luckily, the fire was contained inside the microwave with minimal smoke damage, and the other residents were able to laugh about the mishap.

**Danielle Mordaunt, Food Programs Supervisor**

## RSVP Volunteers Recognized in April with Proclamation and Luncheon

April was an exciting month for our RSVP Program, April 2, 2019 was Proclaimed **National Service Recognition Day** by the Corporation for National and Community Service. Collier County's RSVP Program received a Proclamation from The City of Naples and the Board of County Commissioners.

The annual **Volunteer Recognition Luncheon** was on April 4, 2019 at the Cypress Woods Golf and Country Club. Commissioner Taylor welcomed our volunteers and thanked them for their service and dedication to Collier County. Rev. Lisa Lefkow, Chief Executive Officer at



Volunteers enjoying the luncheon

Habitat for Humanity was the Guest Speaker. She spoke about all the wonderful work happening at Habitat. They are always looking for volunteers; not only to help build houses, but to assist at the office, on the selection committee and with ESL tutoring. Guests enjoyed musical entertainment provided by Opus 70.



During the luncheon seventeen **Presidential Awards** were presented to volunteers who had volunteered 100 or more hours. Congratulations to Larry Kaufmann, Carolyn Grant, Daniel Daoust, Norman Jweid, Stephen "Bear" Terstegge, Claudia Sullivan, John Kelley, Robert Leeks, Sue Leeks, Leonard Nacht, Mary Ann Roland, Colette Bogdan, Kathleen Sharpe, Peggy Kidd, Jean Nacht, Joan O'Donnell and Sheila Zasoba. *"Receiving the Presidential Volunteer Service Award is special honor. I appreciate the acknowledgement, though, because I love what I do, it makes the dedication come easy"*, said Colette Bogdan, Bone Builder Instructor.

The luncheon concluded with raffles and RSVP swag for all.

**Dawn Whelan, RSVP Project Director**

## Subrecipient Corner



The Children's Advocacy Center of Collier County has been providing community based services to abused and neglected children in Collier County since 1986. The Center provides a coordinated response to the investigation and intervention of suspected child abuse, neglect and family violence.

Numerous organizations touch the lives of children and their families following incidents of abuse, child maltreatment, and family violence. These agencies can include the Department of Children & Families, Protective Investigations, law enforcement, dependency/family court, foster care, community-based care organizations, and mental health providers. It is critically important that these agencies work together.

The Children's Advocacy Center's trauma-informed programs works closely with the organizations responsible for the safety and welfare of child abuse victims and their families to facilitate communication and strategically integrate the provision of services. The agency collaborates with community partners to insure better outcomes for children and their families. *"We are pleased to have the opportunity to also partner with Collier County Community and Human Services Division to provide critical services for children and families who have experienced domestic violence to help keep children and their families safe"* said Jacqueline Griffith Stephens, Chief Executive Officer.

Through the HUD grant administered by the Community and Human Services Division, the Family Safety Program promotes safety within a family that has experienced domestic violence. This court ordered program serves victims of domestic violence, provides supervised visitation, and facilitates "safe parenting time" visits monitored by trained staff to preserve parental relationships and endure safety.

**Jacqueline Griffith Stephens, Chief Executive Officer**



## RSVP Corner

The Retired Senior Volunteer Program Volunteer of the Quarter is Colette Bogdan. Colette has been a Bone Builder volunteer trainer since February of 2012. Since then, Colette has volunteered over 530 hours at the East Naples Park location. Colette has also recently accepted the responsibility of running the classes at Shepard of the Glades Lutheran Church. *“RSVP has become very special to me.”* says Colette, *“As a Bone Builder instructor, I’m grateful for the chance to make a real difference in people’s quality of life. Over the years I have been approached countless times by participants praising the affects this class has had on them, not only physically but socially as well. This is so meaningful and rewarding to me and gives me a feeling of purpose and accomplishment. I have been blessed over the years and hoping I am paying it forward by helping others.”* Congratulations, Colette and thank you for all your hard work and service to the residents of Collier County.

**Dawn Whelan, RSVP Project Director**



Colette Bogdan and Dawn Whelan, RSVP Project Director

## In Memoriam



**Joan “Skippy” Forrest** passed away on April 30, 2019. Joan was a member of our RSVP family as a Bone Builder instructor at the Golden Gate Park for nine years. During that time, she selflessly volunteered 540 hours to her community. Joan lived in Naples with her husband and loved reading, filing in crossword puzzles and spending time with her family. She will be missed by so many people. Thank you for your service to the citizens of Collier County, Joan. Rest in Peace.

## Employee Corner

**Cormac Giblin** has been promoted to Housing, Grant Development, and Operations Manager for the Community and Human Services Division.

Cormac has over 22-years’ experience managing large scale planning, affordable housing, and grant projects.

He has amassed nearly fifteen years of local government service working here at Collier County, plus he also has significant private non-profit and for-profit experience.



Cormac has been pulling double duty for us here at CHS since last September continuing in both his previous role plus helping as also serving as the Interim Federal and State Grant Manager.

As our new Housing, Grant Development, and Operations Manager Cormac is responsible for the development and management of long-range planning efforts regarding the application and use of major grant funding, the county’s housing affordability incentives and efforts, and the oversight and direction of Collier’s SHIP Program.

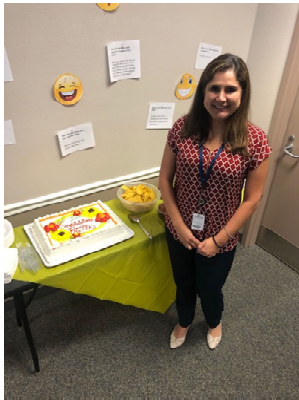
Cormac has a degree in Political Science – Public Administration from the University of Florida. He is additionally certified by the American Planning Association’s Institute of Certified Planners (AICP) and is currently pursuing his Certified Public Manager (CPM) certification through Florida State University. Congratulations, Cormac!

## Employee Corner, Cont'd.



**Maria Aldana** joins Collier County after many years with Habitat for Humanity of Collier County, Inc. where she was a Family Services Advisor/Loan Originator. As a Grant Support Specialist, Maria will be processing SHIP applications, entering data into Neighborly, and supporting the SHIP staff in day to day activities. Welcome, Maria!

## Props to the Peeps!



CHS is proud to announce that **Blanca Aquino-Luque, Senior Accountant** has recently passed her CPA exam! Congratulations, Blanca on becoming a Certified Public Accountant!

The **SHIP Program** received positive feedback on the April Customer Satisfaction Survey:

**Lisa Carr, Senior Grants Coordinator**, *"I just want to say that the hurricane experience was extremely hard on me and working with Mrs. Lisa Carr made it so much easier. She is so professional and excellent at her job and I certainly recommend and thank her for the excellent manner that I received from her"*

**Don Luciano, Grant Coordinator**, *"Donald was very helpful and we are very pleased with his service."*

Congratulations to **Cynthia Kemner, Supervisor, Grants Compliance Unit** for receiving her level 200 certification in Section 3!

**Elizabeth Hernandez, Operations Analyst** and **Leslie Davis, Accountant** attended a two day training on Rental Housing Underwriting for HOME projects and a one day training on Rental Housing Compliance.

**Dawn Whelan, RSVP Program Director**, received an e-mail complimenting the RSVP luncheon, *"Dawn and team, thank you so much! The lunch was wonderful, lovely place and loved the program especially Rev. Lisa's presentation about Habitat. I was aware of some of Habitat's good work but learned other good and impressive things they do. Thank you and feel free to pass this thanks to others on the team that helped put the program together."*- Pansy Soltis, Bone Builders

**Kristi Sonntag, CHS Director**, received a note from John Quade, Senior Community Planning & Development Representative, U.S. Department of Housing and Urban Development congratulating CHS on meeting CDBG timeliness *"I noticed you and your staff have already blown by the timeliness test... congratulations! Keep up the good work."*



The City of Naples proclaimed April 2, 2019 as **National Service Recognition Day**. There to accept the proclamation were RSVP members: Rudy Zupanc, Veteran Driver, Sandra Dee, Bonebuilder Instructor, Carolyn Grant, Panira Healthcare Clinic and Stephan "Bear" Terstegge, Veteran Driver alongside Mayor Bill Barnett.